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# District of Columbia

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## Exhibit 1

### Service Description

For

OneDone

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6/22/04

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**DMV CONFIDENTIAL**

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## 1.0 Service Overview

The Service Description document provides an overview and details about the OneDone service. This document is designed to define and expand upon the vision of this service and will be used as a roadmap for all system development and RFPs that are generated to support the service. Included in the document are “story boards” that describe the intent by providing a real life example.

The overview section will provide a high level look at the service, the goals and objectives and is a framework for the rest of the document.

## 1.1 Executive Summary

The District of Columbia is in a unique position to provide program and service enhancements. This is a result of the jurisdictional structure, with the District providing both state level services and city level services. At the state level, the District provides driver and vehicle licensing and registration services along with enforcement. At the city level, the district supports ticketing, ticket payments, and the adjudication of tickets.

The Department of Motor Vehicles (DMV) plans to improve citizen support by making it possible to conduct any and all of these city and state level services in just one attempt. This will require consolidating all activities around the services the District provides, and having them properly integrated with all relevant enforcement activities. In the process, the DMV seeks to reduce the number of in-person visits made to the DMV by one half.

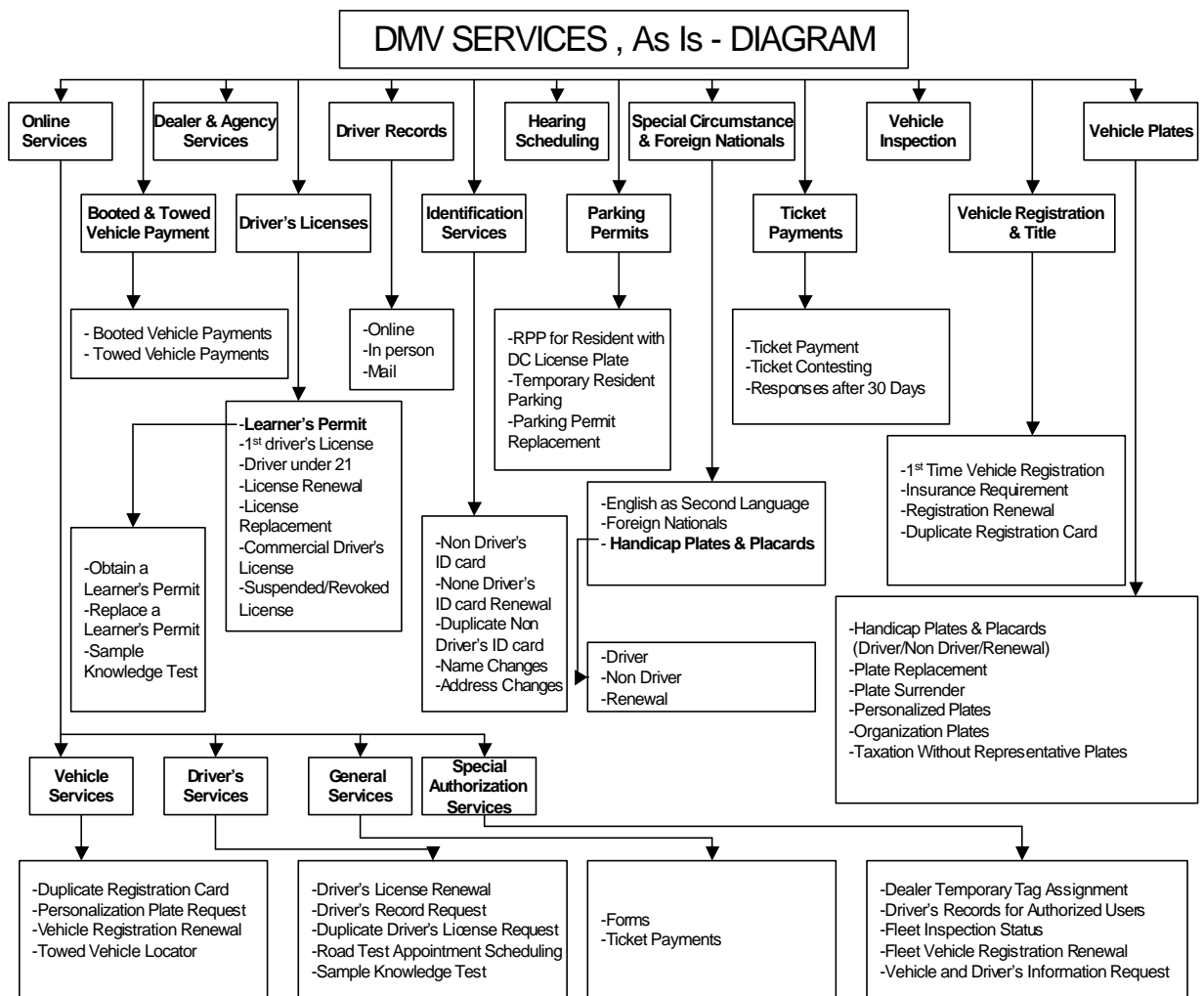
DMV will offer the ability for citizens to complete all vehicle and driver related activities at one time. This includes improved web capabilities, expanded ability to support all services at all DMV locations, including payments, renewals, inspections, records, registrations, adjudication, licensing and all other activities that are related to the vehicles and the drivers.

Enforcement will be enhanced with the ability to link all of this vehicle and driver information along with stolen vehicle and vehicle of interest information. This will allow Metropolitan Police Department (MPD), Department of Public Works (DPW), and other enforcement personnel (e.g., Park Police, GSA) access to all pertinent information real-time, thus improving enforcement activities. NCIC allows state department of motor vehicle agencies direct access to NLETS, the national motor vehicle database. Through DMV's access, the district obtains information on owner address etc., for non-DC tags. This data is made available real-time to ticket enforcement staff and automatically populates the record saving data entry costs and ensuring accuracy of information.

The "Clean Hands" initiative is another District program that will tie together all enforcement activities across all district agencies including areas as diverse as child support payments to parking tickets. Enforcement of "Clean Hands" collections activities will be enhanced by the ability to access real time payment status of all financial liabilities covered under the OneDone initiative. In addition, the co-location of payment services (e.g. payment plans, refunds), service activity (e.g. registrations, licensing) and hearing functions with all the attendant support services at all locations will improve the ability to support "Clean Hands" capabilities across the District.

## 1.2 Service Strategy and Objectives

The purpose is twofold. First is to provide improved customer service (Gold Standard) to the citizens of the District. This includes ticket payments, ROSA enforcement, automated tickets, Registration activities, licensing activities and any DMV services related to the driver or the vehicle. ROSA enforcement is the tool used to ensure that citizens that reside in the District register their vehicles in the District. This is important for legal and insurance reasons. A detailed list of all services is shown in the diagram below.



Second is to improve enforcement activities, also improving service to the citizens of the District (Expanding Neighborhood Quality of Life). Improved enforcement will be enhanced by the combination of OneDone and the “Clean Hands” initiative.

These will be supported by the following:

- Simplify all activities surrounding the registration and required permitting of vehicles.
- Simplify all activities surrounding the licensing and or permits provided to drivers for the purpose of driving and identification.
- Simplify and integrate the process for all payments, hearings, and all other activities required by the DMV. This is the ability to support all citizen related activities required by the DMV at one location including those related to vehicles and drivers.
- Allow MPD, DPW, and DMV employees the ability to share all information pertaining to a vehicle or driver during enforcement activities.

- Support the integration of all supporting financial processing, including auditing, refunds, application of payments, and collection activities.
- Elimination of duplication of effort on the part of the citizens and the District employees to support all DMV related activities.
- Reduce actions required by citizens by synchronizing activities, such as inspections and registrations. (Co-terminus expirations for linked activities)

These objectives will allow the District and the DMV to provide citizen centric services, thus easing the burden on citizens to comply with District law. Improved enforcement activities will provide increased safety, improved traffic flow (illegally parked cars), and improved living conditions within the District. In addition, enhanced ability to monitor, track, and process financial data will improve cash flow, thus improving the financial health of the city.

### 1.3 Expected Volumes

The chart below provides estimated yearly volumes for the major service types and activities.

	Phone-CS	Web	Mail-in	Walk-in
Ticket Payments	200,000	400,000	800,000	1,000,000
Driver's License	5,000	35,000	20,000	100,000
Appointments	4,000	5,000	1,000	10,000
Driver Record-History	5,000	6,000	500	9,000
Registrations/titles	2,000	3,000	1,000	68,000
Permits/Handicap	500	1,500	1,000	6,000

The chart below provides estimated yearly volumes for the notices sent to customers.

Type of Notices	Numbers of Notices Sent to Customer Annually
Tickets	622,000
Vehicle Registration Renewal Notices	253,000
Title	115,000
Driver's License Susp/Revoc/Warning/DQ	65,000
Inspection	55,000
Registration Sticker	47,000

Vehicle Registration Suspension	11,000
Medical Requirement	9000
Vehicle Registration Reinstatement	3,600
Dishonored Check	2,300
Physical Exam Reminder	800
Vehicle Registration Pending Suspension	500

Anticipate consolidated noticing would reduce at least thirty three percent (33%) for the first year.

#### 1.4 Target Audience and Service Positioning

All citizens and companies that reside, do business, or travel within the District of Columbia are the target audience of this initiative.

#### 1.5 Best Practices

Other government jurisdictions across the U.S. provide citizen centric services, which can impact the ability of the District to draw citizens and businesses to locate within its boundaries.

#### 1.6 Service Integration

This is a critical factor of the OneDone project. The goal is to enhance facilities, streamline business practices, and integrate data and some existing software to provide the features and functions required in support of the OneDone service.

## 2.0 Assumptions

These are the assumptions that were made in putting together the service description.

- Customer service and all business processing for the DMV will be supported.
- MPD and DPW, and OFT are the other agencies involved in this service.
- This service will be in line with Treasury goals and objectives.
- This service is part of the Motor Services Modernization Program (MSMP).
- Business Objects will be used for reporting.
- This service will integrate into the “clean hands” initiative.
- Networks, interfaces, and architecture will meet OCTO and DMV standards.

- The system will interface directly with NCIC INLETS for vehicle owner information and WALES for stolen vehicle and other pertinent information

## 3.0 Service Requirements

The following section details the customer service and support aspects (“Gold Standard”) of OneDone. All of these are integral to the success of the initiative.

### 3.1 Data Entry/Provisioning/Citizen Accounts

These are the critical pieces of information that must be linked to support the ability to tie together all DMV services and enforcement activities.

Citizens:

The systems must be able to link citizens through a variety of means. The Drivers License (D/L) number, the Vehicle Identification Numbers (VIN), Tag Numbers, ticket numbers, inspection, medical information, adjudication, name, address, and vehicle registrations all must be associated to allow the ability to support all features and needed capabilities.

Companies:

The systems must also be able to tie all D/L numbers, driver’s names, VINS, ticket numbers, company name, address, and vehicle registrations together to provide a view into all required information to support fleet and leasing company plans and programs.

### 3.2 Notices

Notices shall consolidate all fees, fines, registrations, and other activities required by the citizen. The notices are sent when any fee, fine, or renewal is due. Notices must be supported on the web with the ability to print them or email them as requested. They can be sent as standard mail to the address documented in the system. In addition, citizens that walk in to a DMV location should be able to have the notice printed for them at the service desk.

The notices shall then provide information on any or all of the following if they will occur within a specified time.

- Parking tickets and boot/tow
- Moving violations including automated enforcement
- ROSA (registration enforcement) tickets and waiver status
- Overdue tickets and fines
- Contested tickets and hearings status
- Appealed ticket status
- Paid tickets (paid within specified time period)
- Driver’s license renewals/expiration including learners permits
- Driver’s endorsement status/requirements
- Medical restrictions/status



- Driver's test appointment
- ID card renewals/expirations
- Drivers license points
- Suspension/revocation/reinstatement requirements
- Handicap plate/placard renewals/expirations
- Inspections
- Insurance
- Registration renewals/expirations
- Parking permit renewals/expirations
- License plate renewals/expirations
- License plate special requests – personalized, organizational
- Vehicle title requests
- Vehicle inspection renewals/expirations
- Vehicle impound information
- Upcoming hearing for adjudication
- Status of requests (renewals, duplicates copies, etc)
- Stolen and recovered vehicles
- Fines and/or penalties
- Other “clean-hands” debts (child support, etc.)
- Payment plan status
- Refunds status
- Lien holder address/status
- Fleet association

### 3.3 Customer Service

Customer Service will support all activities with one phone number. This includes responding to questions, accepting payments and adjudication services. In support of this, the Customer Service Representative (CSR) must be able to obtain information for a citizen using the D/L number, registration, VIN number, tag number, ticket number, and other potential identifiers. The CSR is then able to provide information to the citizen about the following in addition to the original request:

- Parking tickets and boot/tow
- Moving violations including automated enforcement
- ROSA (registration enforcement) tickets and waiver status
- Overdue tickets and fines

- Contested tickets and hearings status
- Appealed ticket status
- Paid tickets (paid within x time period)
- Upcoming hearing for adjudication
- Driver's license renewals/expiration dates including learner's permits
- Driver's endorsement status/requirements
- Inspections
- Medical restrictions/status
- Driver's test appointment
- ID card renewals/expiration dates
- Handicap plate/placard renewals/expiration dates
- Insurance
- Registration renewals/expiration dates
- Parking permit renewals/expiration dates
- License plate renewals/expiration dates
- License plate special requests – personalized, organizational
- Vehicle title requests
- Vehicle inspecting renewals/expiration dates
- Vehicle impound information
- Status of requests (renewals, duplicates copies, etc)
- Stolen and recovered vehicles
- Notices sent
- Hours of operation and activities supported at each location including online and mail
- Forms information and general information
- Address changes
- Fines and/or penalties
- Other “clean-hands” debts (child support, etc.)
- Payment plan status
- Refunds status
- Lien holder address/status
- Fleet association

The CSR must also be able to accept one payment to cover all potential charges, fines, and penalties including:

- Payment outstanding tickets including parking, ROSA, boot/tow, and moving

- Overdue tickets and penalties
- Driver's license renewals
- Handicap plate renewals
- Registration renewals
- Parking permit renewals
- License plate renewals
- Insurance fees
- Driver record fees
- Title fees
- Appeal fees
- Boot & Tow release fees
- Late fees
- Reinstatement fees
- Other "clean hands" debts

For renewals, the new documents will be sent to the address of record.

#### Story Board – Customer Service

*Bill is a 48 years old bachelor working for the D.C. Court. Last month he got a red-light ticket in the mail. Today, as he passed the same red light on his way home from work, he realizes that he still has not paid it. Once home, however, he cannot find the letter or the ticket. Worried, he calls the DMV OneLine to talk to a Customer Service Representative.*

*Nancy: Good afternoon, This is the District DMV OneLine, my name is Nancy, how can I help you today?*

*Bill: Hi, I received a letter about one of those red light tickets last month, and I am unable to locate it. I want to pay it before it goes into default.*

*Nancy: Can you give me either the Tag Number or VIN, of the vehicle?*

*Bill: Yes, the tag is a District personal tag "badjoke".*

*Nancy: I found one outstanding red light ticket issued on 1/22/04 at 12:01pm to a red Yugo with personal tag "badjoke". Is this the ticket you want to pay Mr. Bailey?*

*Bill: Yes it is Nancy. Thank you.*

*Nancy: Mr. Bailey. I notice that your registration is expiring next month on that vehicle. Would you like to pay that also? If so, I can take the payment for both over the phone.*

*Bill: You can do all of that now? That would be great.*

*Nancy: Very well. The ticket is \$25 and the Registration is \$70. I can accept*

*Visa/MasterCard or an automated check.*

*Bill gives her the information and pays the fines and fees*

*Nancy: Mr. Bailey, would you like to receive an email confirmation along with the documents in the mail?*

*Bill: Yes, that would be great. My email address is lovesred@bailey.com.*

*The DMV sends Bill an email receipt along with the new registration material in the mail.*

### 3.4 Impound Lot

The following services shall be provided at the impound lot.

- Automated release of vehicles when paid at another location.
- Ability to accept payments for tickets, penalties, and other fees associated with the towed/impounded vehicle (web access available for use could support this if these sites/staff should not be allowed to accept payments).
- Notifications of other fees associated with the Owner or vehicle at release. This notice should be printed at time of release and work similar to noticing in section 3.2.

### 3.5 Web Services

The following services shall be available on the web for all citizens and companies. The web will accept payments and service requests.

Payments:

The citizen shall be able to pay for all services/fines/penalties using one payment method through the same website allowing for the proper individual crediting of each account. These fees include:

- Payment of outstanding tickets including parking, ROSA, boot/tow, and moving
- Overdue tickets and penalties
- Drivers license renewals/expirations
- ID card renewals/expirations
- Handicap plate renewals/expirations
- Insurance fees
- Title fees
- Registration renewals/expirations
- Inspection late fees

- Parking permit renewals/expirations
- License plate renewals/expirations
- Vehicle impounds
- Fleet (more detail in section 3.8)

In addition, the citizen shall be able to request these services on the web and receive a response directly. These include:

- Request/review hearing schedules for adjudication (coordinate with MPD)
- Online adjudication for certain violations (this includes submitting hearing requests, providing documentation and chat abilities)
- Driver's license renewals/expirations
- Drivers records requests
- ID Card renewals/expirations Registration renewals/expirations
- Registration renewals/expirations
- Handicap plate renewals/expirations
- Insurance status
- Parking permit renewals/expirations
- License plate renewals/expirations
- Vehicle titles/duplicates
- Vehicle inspection renewals/expirations appointments
- Vehicle impound information
- Stolen and recovered vehicles location
- Forms with ability to request and print
- Towed vehicle locator
- Fleet (more detail in section 3.8)
- Notices sent
- Hours of operation and activities supported at each location including online and mail-in
- Status of requests (renewals, duplicates copies, etc)
- Forms information and general information
- Address changes

The citizen shall be able to search on D/L number, VIN, License Tag, and determine all outstanding fines, tickets, and/or upcoming expirations. This would work similar to the noticing detailed in section 3.2.

### Story Board – Web Services

*Christy received a notice in the mail informing her that her registration was about to expire. It told her she had to renew the registration by the end of March 04. She had heard all the news about the DMV OneWeb and decided to renew the registration online.*

*Christy: logs onto the DMV OneWeb URL*

*OneWeb: The website provides a list of services.*

*Christy: selects registration and puts in her tag number.*

*OneWeb: Would you like to see other potential charges or services with the DMV?*

*Christy: Selects yes and requests all outstanding items.*

*OneWeb: The web came back with the following list.*

#### Current Activity

☒ Registration renewal due on 03/04/04 \$70

#### Recent Account Activities

*Traffic ticket issued on vehicle with vehicle registration number:*

*ABC 123*

*Parking ticket 10/08/03*

*Paid -- Thank you*

#### Account Activities

*Driver's license on primary owner expires 04/30/04*

☒ Driver's license renewal \$50

*Please check items you would like to pay at this time.*

*Christy: decides to take care of everything but her driver's license, so she selects the ticket and registration.*

<i>The web provides a summary: Items Selected</i>	<i>Registration</i>	<i>\$70</i>
	<i>Ticket</i>	<i>25</i>
	<b>Total Due</b>	<b>\$95</b>

*OneWeb: Please select a payment method.....*

### 3.6 Mail-in Services

The citizen shall be able to send the following payments, requests, and service requests through the mail supported by one Post Office Box. Services include:

- Drivers license renewals
- Registration/license plate renewals
- Duplicate title

- Parking permit renewals/requests
- Handicap plate renewals/requests
- ID card renewals
- Request/review hearing schedules for adjudication
- Status of requests (renewals, duplicates copies, etc)
- Drivers records
- Forms
- Insurance
- Ticket payments
- Contest tickets
- Appeal tickets

Receipts/confirmation/permits will be sent to the citizen along with a notice for any other items, following the noticing guidelines in section 3.2.

### 3.7 Walk-in Services

All DMV locations will be able to support all DMV services. This means that any employee can support all of these functions at one window and can accept one payment for all fees/fines/penalties. This excluded the adjudication for moving violations issued by police. These include at a high level the following: (detailed list in section 7)

- Payment of outstanding tickets including parking, ROSA, boot/tow, and moving
- Overdue tickets and penalties
- All drivers license services (medical may need specialized support)
- International/special licensing
- All registration services
- All parking permit services
- All vehicle title services
- Handicap plate services (may need specialized medical support)
- License plate services
- Vehicle impound information
- ID card services (used to be at limited locations)
- Schedule hearing for adjudication (that day or future)
- Determine status of mailed or web requests and complete the needed activity in person
- Stolen and recovered vehicles information

- Insurance
- General information
- Allow ability to fill out forms on the web, prior to visiting in person
- Forms
- Fleet support

The other exception is the actual inspection of the vehicle, which is limited to the two inspection stations.

### Story Board – Walk-in Services

*Al has lived in DC for 30 years, but has not been to the DMV recently. He has very bad memories of visits to the DMV. He just bought a classic 1961 Plymouth Fury (the one that looks like a monster from a bad horror flick) and needs to register it and get tags.*

*Al: (drives in to the Northeast inspection Station) Hi, I need to register a used car I just purchased.*

*Jay: Fine sir, do you have the title signed over to you, your insurance carrier information, and your Driver's License?*

*Al: Yes, I do.*

*Jay: Great – bring those inside while we inspect the vehicle.*

*Melissa: Let me see all of the documents Mr. Goor. And what is your address?*

*Al: It is 1600 Arkansas Street, NW.*

*Melissa: Ok, You have an outstanding parking ticket on a brown Chevy Blazer. You will have to pay the parking fine to either register the new car, or renew the registration on the old car.*

*Al: (exasperated) Fine! Where do I need to go to do this? (Mumbles...that no good son of mine, I told him to watch where he parks)*

*Melissa: Oh, I can take care of all of this for you right here. And the computer tells me that your Fury has just passed inspection.*

*Al: Great! Can I pay by credit card?*

*Jay: Yes you may. The total is \$454 dollars, which includes.....and here is your receipt and your new registrations.*

*Al: Thanks Jay. Mayor Williams has my vote next election!*

## 3.8 Fleet/Company Support

The web, mail-in, and walk-in must support the management of large fleets for all DMV services. This would provide one-stop shopping to fleet managers and companies that conduct business in the District. This would include:

- Payments for all services/fees related to the vehicle across all vehicles listed under the fleet



- Payments for all authorized licensing services/fees across all drivers listed under the fleet
- Notices/Services/Payments listed below must be linked for all vehicles or drivers tied to the fleet
- Registration and license plate services
- Drivers license services (commercial)
- Adjudication services
- Vehicle inspections
- Ticket payments for moving and parking violations
- International registration program participation (need more info)

### 3.9 Amnesty Support

Penalties and fines can be waived due to the malfunction of automated enforcement locations, emergency closure of government facilities or services, or certain tickets that have aged past some pre-determined timeframe. The service will support identification of these by ticket issue type, date/time, location and other potential criteria.

Notices will include any tickets that have been waived and the explanation for the waiver.

### 3.10 Treasury Services

The process must be automated to Treasury systems to improve the capture of money, the speed of the bounced checks processing and refunds to the citizen. This automation must include end-to-end visibility from the initiating event that triggers the charge to the capture of the event in SOAR for auditing. The audit should include daily closeout and reconciliation between MSMP and SOAR by employee, workstation, facility, activity/function, account, and department.

### 3.11 Security

The OneDone service will result in more information linked to an individual. Security precautions limiting access to authorized users along with tracking of activity are critical.

## 4.0 Enforcement

The following section details the features and capabilities required to improve enforcement activity. This includes the timeliness of the enforcement effort, along with the quality. Quality is defined as the ability to not ticket citizens for violations they should not be charged with, such as when their car has been reported stolen.

## 4.1 Parking

The people supporting parking ticket enforcement shall be able to determine real-time if a car is tow eligible. In addition, the parking enforcement employees should be able to determine if a vehicle is stolen/wanted. A vehicle of interest could be one that was involved in a crime or is wanted for any reason by the District Government. If the vehicle is identified as stolen, no ticket would be issued and the police would be notified.

Parking enforcement shall also be able to issue other tickets including expired tags, inspections, and other vehicle related violations (e.g. insurance lapse).

Paper Ticketing may be used as a back-up to the automated process, but the service should ensure that while processing paper tickets, the validations above are completed and appropriate action is taken. For example, if the vehicle had been reported stolen at the time the ticket was issued the ticket would be waived with no penalties or notices sent to the citizen, and the police are notified directly.

### Story Board – Parking Enforcement

*Jake is out issuing tickets for parking violations. He is using the new handheld devices just implemented under the OneDone initiative. He is a little unsure about how they will work.*

*Jake: Sees a red Yugo with a vanity tag “badjoke” parked in a handicap space.*

*Jake: Enters the tag number into his handheld device.*

*Handheld: This is a red Yugo.*

*Jake: can see he has the proper car and enters a violation code.*

*Handheld: This car also has an expired registration, do you want to ticket?*

*Jake: Enters yes for both. Handheld prints a ticket for both infractions.*

*Jake: Places the ticket on the windshield and continues his patrol.*

*Jake: Comes upon a 1961 Plymouth Fury parked illegally. This is an UGLY car, he thinks as he enters the tag number into handheld.*

*Handheld: This is a 1961 powder blue Plymouth Fury that was registered to Al Goor one week ago and was reported stolen, yesterday. Police have been notified, do not ticket.*

*Jake: This is too easy. My job just got more efficient. Thanks Teri Adams and Mike Belak.*

## 4.2 ROSA

The enforcement of ROSA rules shall provide the employees with the ability to log a sighting and issue tickets quickly using automated tools to calculate the required timeframes between sightings, as well as waive enforcement for those with valid ROSA exemptions. ROSA tickets should also be followed by a mailing to the owner of record with all relevant District of

Columbia registration applications and information to allow the vehicle to come into compliance.

ROSA enforcement personnel shall also have the information on the MDT that allows the ticketing agent the ability to determine if a car is stolen/wanted. If a car is stolen/wanted vehicle, no tickets would be issued, and police are notified.

#### 4.3 Automated Tickets

The automated enforcement shall be able to use digitized technology to speed issuance of tickets. The method shall include support not limited to: red light enforcement, radar speed enforcement, speed on green enforcement, gridlock enforcement, construction zone enforcement, stop sign enforcement, etc., In addition, the tickets sent shall include a notice with all other outstanding items, or upcoming items following the business rules of notices in section 3.2.

#### 4.4 Moving Violations

This process shall be automated using MDTs and/or ticket printers associated with the in-cruiser laptop computers. As moving violations are issued the officer will be able to identify any other violations real time. This must provide driver information along with vehicle related information. The vehicle information includes registration violations, boot eligibility, expired inspection, insurance lapse, or any other vehicle related violation.

If paper tickets are utilized, the capability would have to integrate into the standard tag/car check currently used for ticketing.

##### Story Board – Moving Violations (violation, notes insurance)

*Officer Frank Wilkins is on patrol and notices a blue Chevy pick-up make an illegal right turn on red. He switches on his siren and lights to make a traffic stop. He notifies dispatch and provides the license number. They complete the normal verifications for the officer.*

*Officer Frank Wilkins then approaches the car and speaks to the driver notifying him that he made an illegal right turn on red. He asks for the driver's license and registration.*

*Once back in the car, officer Wilkins enters all of the information into his MDT and receives confirmation of the registration and driver information. In addition, the MDT notifies Officer Wilkins that the insurance has lapsed on the vehicle.*

*Officer Wilkins issues one ticket for the moving violation and takes the appropriate action for the expired insurance.*

#### 4.5 Process Improvements

The following improvements will support the OneDone service.

- Digitization of Automated enforcement
- Real-time interfaces for all handhelds and MDTs
- Automated parking meter validations
- Meter maintenance/operation status
- Tow system linkage to other systems for information exchange
- Consolidated Mailers/notices
- GIS capability

#### 4.6 Impound

The impound lot shall support a real time check for all vehicles that are brought to the lot. This will allow the District to determine if a vehicle is stolen/wanted prior to putting it into storage (This is only an issue if there are paper tickets still in use).

#### 4.7 Regulatory

This document will be reviewed by legal/regulatory to ensure we are being consistent with current regulations.

## 5.0 Internal Reporting

#### 5.1 Consolidated Reports

Business Objects will be used to support reports across the OneDone service offering.

#### 5.2 Departmental Reports

Business Objects will be used to support departmental reporting needed for data residing within the OneDone service support systems. Additional reporting for departmental purpose that requires links to data in other systems is not covered by this initiative.

## 6.0 Implementation Standards

#### 6.1 Market Test

There may be some user group involvement and market testing to support the OneDone Phase 1 features. This is still under discussion.

#### 6.2 Service Collateral and Support

The following Service Guides and Collateral must be available for citizens:

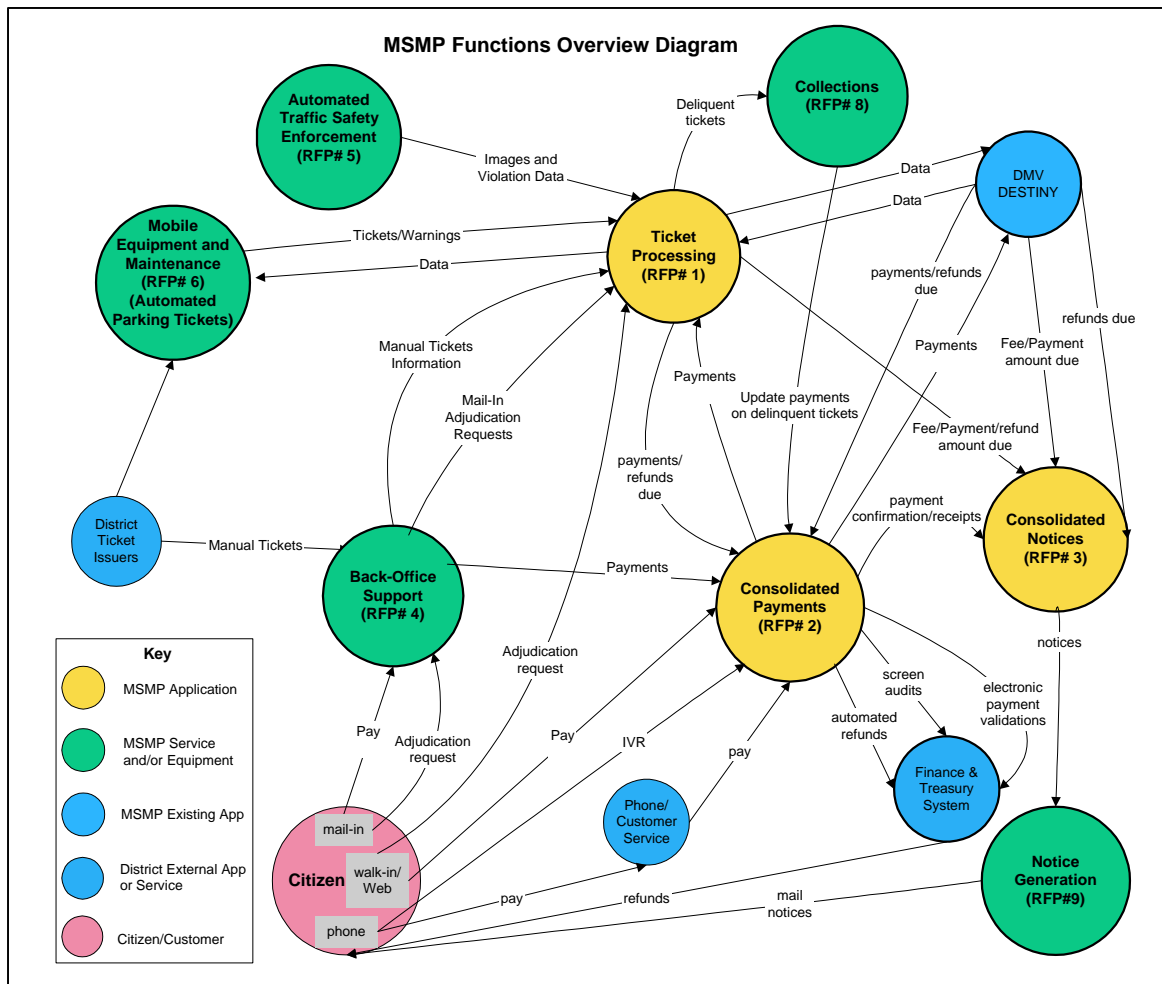
- Accurate web site information navigated via question screens to determine user needs and profile
- Brochures detailing DMV Services available at each location
- Automated mailer capability for titles, registrations, licenses, and forms
- Revised “how-to” guides for towed/booted vehicles
- Changes to tickets to support multi-fine/violation structure
- Updates are required to existing collateral material such as 800 numbers, etc.
- Updates are needed for facilities and signs to support reengineering of process

### 6.3 Training

Vendors will provide computer based and classroom training and training material to the service personnel and enforcement personnel about the use of the new systems and how the systems support the programs. Program training must be performed by the District Department impacted.

Detailed schedules and materials will be provided closer to launch.

## FUNCTIONS OVERVIEW DIAGRAM AND LIST



### Ticket Processing RFP #1 MSMP Application

1. Parking Ticket Enforcement.
  - ✓ Communicate real-time with handheld devices and mobile data terminals.
  - ✓ Update and store ticket/warning
2. Registration of Out-Of-State Automobiles Enforcement (ROSA).
  - ✓ Communicate real-time with mobile data terminal.
  - ✓ Check for vehicle exemption.
  - ✓ Update and Store ticket/warning.
3. Boot Enforcement.
  - ✓ Communicate real-time with mobile data terminal.
  - ✓ Identify boot eligible vehicles.
  - ✓ Update and Store booted vehicle Information.
  - ✓ Release boot after payment/adjudication.

4. Tow Enforcement
  - ✓ Identify tow eligible vehicles.
  - ✓ Notify The Centralized Towing System of the tow eligible vehicles.
  - ✓ Track the towed vehicle.
  - ✓ Notify impoundment of a tow release after payment/adjudication.
5. Vehicle Information Retrieval (from DESTINY)
  - ✓ Retrieve vehicle registration information.
  - ✓ Retrieve vehicle owner information.
  - ✓ Check for stolen vehicle.
6. Automated Traffic Safety Enforcement.
  - ✓ Retrieve and store violation images and data.
  - ✓ Facilitate MPD officer with violation validation capability.
  - ✓ Consider/Disregard violation based on the MPD officer feedback.
  - ✓ Update and store ticket.
7. Fleet Agencies.
  - ✓ Provide facility to process the DMV fleet registration application.
  - ✓ Avoid fleet vehicle booting.
8. Adjudication.
  - ✓ Process the Adjudication Request.
  - ✓ Suspend further ticket enforcement.
  - ✓ Schedule adjudication.
  - ✓ Schedule and notify the officer who issued ticket.
  - ✓ Process the adjudication review.
  - ✓ Update the disposition.
9. Notifications.
  - ✓ Send notification information to consolidated notifications module.
  - ✓ Send recent payments and outstanding payment information.
10. Payments.
  - ✓ Send outstanding payment information to consolidated payment module.
  - ✓ Update processed payments.
  - ✓ Send refund information to consolidated payment module.
11. Manual Ticket Inventory Tracking.
  - ✓ Track manual tickets.
12. Manage Issued/Voided Tickets.
13. Law Enforcement.
  - ✓ Transmit emergency information.
  - ✓ Transmit stolen/wanted vehicle information.
14. Meter Status Update and Retrieval.
  - ✓ Retrieve status of meter at the time of violation.
  - ✓ Send the broken meter information to meter inventory system (DC Department of Transportation).
15. Image Storage Capability.
  - ✓ Store the images.
16. Collections.
  - ✓ Notify the collections agency of delinquent tickets.

### **Consolidated Payments RFP #2 MSMP Application**

1. Process the payments.
  - ✓ Retrieve outstanding payments associated with a vehicle from ticket processing system and destiny.
  - ✓ Retrieve the web/mail-in/walk-in/pay-by-phone payment requests.
  - ✓ Process the payments.
2. Notify the processed payments.
  - ✓ Send payment updates to ticket processing system and destiny.
  - ✓ Send payment receipt/confirmation to consolidated notifications.
3. Receive payment on delinquent tickets from collections agency.
4. Update the Ticket Processing System and Destiny accordingly based on the payments from collection agency.
5. Finance and Treasury System
  - ✓ Send screen audits.
  - ✓ Process automated payments like credit card, e-check, etc.,
  - ✓ Send automated refund information.

### **Consolidated Notices RFP #3 MSMP Application**

1. Retrieve the notices from ticket processing system and destiny.
2. Retrieve outstanding fee/payment due associated with the vehicle from ticket processing system and destiny.
3. Generate notifications.
4. Generate monthly fleet notifications.
5. Validate the address of the recipient.

### **Back-Office Support RFP #4 MSMP Application**

1. Collect the mail from lock box.
2. Manual Tickets.
  - ✓ Image manual tickets.
  - ✓ Enter and store manual ticket information in ticket processing system.
3. Mail-in adjudication request.
  - ✓ Process the request.
  - ✓ Image the ticket and correspondence.
  - ✓ Schedule adjudication.
  - ✓ Queue mail-in adjudication review.
4. Mail-in Payments.
  - ✓ Process the payments using consolidated payment module.
5. Service questions.
  - ✓ Contact DMV for any service questions.



6. Correspondence questions.
  - ✓ Direct the questions in the correspondence from citizen to DMV Correspondence Group.

#### **Automated Traffic Safety Enforcement RFP #5 MSMP Application**

1. Provide new equipment.
2. Support and Maintain the existing and new equipment.
3. Retrieve the violation images and data from the digital camera.
4. Compress and format the images for clarity.
5. Transmit the images and violation data to ticket processing system.

#### **Mobile Equipment and Maintenance RFP #6 MSMP Application**

1. Provide new equipment.
2. Support and Maintain the existing and new equipment.

#### **Integration and Interfaces RFP #7 MSMP Application**

1. Ensure that all the systems interfaces for systems from the above RFPs are working.
2. Integrate the systems as needed.

#### **Collections RFP #8 MSMP Application**

1. Retrieve the tickets that are eligible for collections.
2. Collect outstanding payments on the delinquent tickets.
3. Update the payment information to consolidated payment module.

#### **Notice Generation RFP #9 MSMP Application**

4. Receive notice file from MSMP- Consolidated Notifications.
5. Print, insert, fold, stamp, and mail notices.

## **EXHIBIT - 3**

# **Ticket Management System**

Request for Proposal

Technical Addendum

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## Foreword

### **Document Purpose**

The purpose of this document is to supplement the Ticket Management System Request for Proposal (RFP). In particular, this document contains technical requirements, specifications, and standards that should be part of the proposed solution.

### **Intended Audience**

This addendum is intended as a resource for the vendors responding to the District of Columbia Request for Proposals for a new Ticket Management System. Its contents should be carefully considered and incorporated into proposed solutions.

### **How This Addendum Is Organized**

This addendum is organized in sections that identify specific District standards, policies, guidelines deemed critical to the successful integration of the Ticket Management System within the District's enterprise architecture and support organization.

### **Technical Contacts**

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## Overview

The purpose of this addendum is to provide technical requirements and concerns not identified in the rest of the RFP. A different perspective is needed prior to reviewing the technical requirements. Potential vendors need to understand where the District has been with this system and how the District would like to build upon this system in the future. The system not only serves an operational function but also provides a platform for integrating with a large number of other operational and management decision-making systems – now and planned for the future. The technical environment in which the new system will function is dramatically different from the state of the IT infrastructure prior to Y2K when the current system was implemented. The new system needs not only to meet current operational needs for the major customers but also to integrate sufficiently with the current IT environment and infrastructure to provide an opportunity for the future, not an obstacle to be addressed or circumvented. This is best understood by reviewing how the District got to the system that is currently operational and then addressing the strategic initiatives the District would like to implement in the near future.

## How the Current System Came About

There are a variety of elements in the current system, which were implemented in the 1980s, that differs from any other system in the District today. There is, however, a good reason why the system was implemented using such a non-standard methodology. First, there were few IT standards in the District fifteen to twenty years ago. Second, there was no enterprise-wide infrastructure upon which to build a system of this size used by customers at so many sites. Third, there was no funding budgeted for a ticket management system at the time the system was needed and envisioned. Given these constraints, it is admirable that an operational system was even implemented eighteen years ago. It is important to review each of these issues in more detail.

## Standards Then

Prior to Y2K, most of the District agencies operated autonomously. Consequently, there were few 'shared' decisions regarding technology. Each agency implemented what served their purposes. Agencies had their own networks, own email systems, own Internet connections, and some even had their own mainframe data centers.

## Separate Infrastructure

Without standards, what little infrastructure that was in place was not end-to-end compatible making it impossible to connect all DMV sites much less the sites involved in ticket processing.

## Where the District Is Now

As a result of Y2K, the District consolidated nine data centers into two data centers, each capable of providing backup and fail-over in case of a disaster or major system failure. Consequently, the District has a large mainframe infrastructure with excess capacity and that is easily upgradeable.

In a parallel effort, the District built a nationally recognized high-end infrastructure with a security, redundancy, and capacity level greater than most state and large municipal organizations.

Additionally, a major initiative in the area of enterprise-wide resource planning (ERP) needs such as procurement, human resources and payroll has seen the funding and beginnings of a major transition in these systems to a client-server, web-based environment serving all District agencies. This also contributed to implementation of state-of-the-art security measures and a redundant infrastructure including a heavily overbuilt wireless and fiber capabilities and capacities to ensure future needs can be met.

When the MSMP - TICKET system was first envisioned, District agencies were very autonomous and, consequently, shared little technology with other agencies. All agencies were not part of one enterprise-wide network with common email, desktop software, network infrastructure, etc. This is history, however, not today's scenario. The current capabilities surpass any technology requirements a system such as MSMP - TICKET would need. It is no longer reasonable to create a separate network for one system much less take the operation of that system outside the District's enterprise-wide network.

## **Where We Are Going**

The District of Columbia has mapped a long-term program involving technology improvements for every agency. This includes, for example, an enterprise-wide payment system for credit card processing. All web pages are being managed through a central award winning portal with major plans for increasing customer services over the next few years. Data warehousing is another major program that is focused on reducing redundancy of data and providing transparent access to all DC 'data'. From a management view, technology is being positioned as an integration platform for all DC services. From a technical view, information is a corporate asset and technology is the placeholder to ensure that this resource is maintained and accessible enterprise-wide.

How does this affect MSMP - TICKET?

- **There are a variety of processes involved in the RFP that are not DMV's primary mission. For example, the contract involves remittance processing – a typical Finance or Treasury function. The Office of Treasury and Revenue is the logical source for managing this activity. Given the size of the revenue generated by this system, adding revenue collections to the ticket fines to their existing activities would provide major opportunities for financial growth. Bringing this operation in-house provides a revenue opportunity to the District.**
- **The MSMP - TICKET system also provides critical services to other agencies such as DPW and MPD. These services are transitioning to a high level of technology but need additional time for proof of concept and cost/benefit analysis. Until that time, the MSMP - TICKET system needs to be as open and accessible as possible to facilitate any future interoperability needs.**
- **There are a number of enhancements needed to the existing ticket process and supporting systems needed to be interfaced with DESTINY, the DMV system that is maintained and operated in-house. There are also interfaces with external agencies that would also benefit other agencies. At a minimum, the database for MSMP - TICKET must be available real-time, in-house for these interfaces to be successful such as MPD verifying outstanding tickets or DPW determining if 'vehicle booting' is appropriate.**

- **The greatest benefit is the long-term need for MSMP - TICKET and DESTINY to interoperate efficiently as they are to be the foundation for a Clean Hands program that would ensure no citizen received a license or vehicle registration without being debt free for all DC agencies. Some organizations even 'boot' based upon a certain level of outstanding debt (e.g., unpaid taxes past one year due).**

## **Desired Technical Goals**

The District of Columbia seeks an existing Ticket Management System solution that satisfies the following technical goals:

- ◆ Provides a real-time online user environment
- ◆ Takes advantage of **real time interfaces** between District agencies and systems
- ◆ Interoperates efficiently and effectively with the District agencies and systems
- ◆ Takes advantage of the existing wireless infrastructure and conforms to the OCTO standards.
- ◆ Integrating the latest MDC (Mobile Data Computer) to be utilized with the integrated application system.
- ◆ Adheres to District architecture guidelines, standards, and policies
- ◆ Provides District ownership and control of data contained in the system
- ◆ Grants the District access, control and ownership interest in the system application programming code.



# Architecture

## Application

Applications architecture defines the applications required to support the District's business functions and to manage its information. The applications architecture contains high-level descriptions of the capabilities and benefits of all the applications that support the District. It identifies the business functions supported by the applications, the data created, updated, or referenced by the applications, and the current applications affected.

From a business perspective, the purpose of the applications architecture is to provide an organized set of applications to improve the District's overall effectiveness and productivity. This will provide strategic and differentiated customer services to improve operational and cost advantages.

Quality	Architectural Requirements
Scalable	<ul style="list-style-type: none"> <li>Number of clients should be able to grow significantly with a linear increase in network and server load</li> <li>Application logic can be distributed and redistributed among the host, server, and clients in response to a dynamic business environment and technological advancements</li> <li>Amount of data should be able to increase substantially without degradation of performance and response time</li> </ul>
Flexible	<ul style="list-style-type: none"> <li>Application logic should be table-driven and meet system and business performance requirements</li> <li>Programs easily support changing business rules</li> <li>Programs are structured and well documented</li> <li>Programs should be designed for ease of maintenance and impact analysis</li> <li>New service technologies can be accommodated</li> </ul>
Modular	<ul style="list-style-type: none"> <li>Well-structured and organized programs minimize impact on other modules</li> <li>Programs are organized to maximize the use of re-usable or common logic</li> <li>Business processes flow quickly</li> </ul>
Production Volume Proven	<ul style="list-style-type: none"> <li>Applications should have a satisfactorily high-volume production performance history</li> <li>Applications should be stress tested to prove performance capacity well above that observed or predicted for normal production use</li> </ul>
Application Adaptability	<ul style="list-style-type: none"> <li>Applications should be able to be quickly transformed to support the District's direction</li> </ul>

## Information and Data

Information architecture identifies the major kinds of data that support management functions. From a business perspective, good data architecture should have minimal changes over time, have sound fundamental data definitions, and remain flexible with respect to market changes. To achieve this flexibility, data is defined independently of who uses the data, where the data is used or stored, when it is used, the sequence in which it is used, and which applications and technologies manage the data.

A sophisticated data architecture that supports change brings the advantages of accelerating communication flow and of improving management decision-making and control functions. Equally important, robust data architecture has powerful potential to increase service quality levels and shorten service delivery timelines.

Quality	Architectural Requirements
Data Model	<ul style="list-style-type: none"> <li>Allows services to be maintained as distinct entities and to be related in accordance with the District's information requirements</li> <li>Is developed and maintained rigorously</li> <li>Links to the business objectives and integrates with the relational database and dictionary</li> <li>Contains all data required to support the current business and the defined strategy to incorporate new service offerings</li> <li>Efficiently and effectively enhances business productivity and application performance</li> <li>Data is normalized to eliminate the occurrence of redundant data</li> </ul>
Relational Database	<ul style="list-style-type: none"> <li>Uses an industry-wide accepted standard</li> <li>Requires minimal de-normalization for performance considerations</li> <li>Exploits hardware capabilities</li> <li>Maintains critical data rules</li> <li>Has wide third-party acceptance and support</li> <li>Demonstrates performance under high volume</li> </ul>
Data Dictionary	<ul style="list-style-type: none"> <li>Records narrative definitions for all tables, columns, and relationships</li> <li>Assists with impact analysis</li> <li>Links to the RDBMS and data model</li> </ul>
Data Management	<ul style="list-style-type: none"> <li>Synchronizes multiple databases</li> <li>Executes and monitors transactions</li> <li>Synchronizes local and remote databases</li> <li>Allows for logical distribution Includes data import/export functionality</li> </ul>

## Network

Quality	Architectural Requirements
Topology	<ul style="list-style-type: none"> <li>Compatible with TCP/IP for all data communication</li> <li>Supports most LAN and WAN configurations</li> <li>Provides control of remote report printing capabilities across the LAN and WAN</li> <li>Provides network monitoring capabilities on the LAN and WAN</li> <li>Accommodates a multi-tiered architecture</li> <li>Accommodates standard and emerging technologies with support standards such as T1, T3, frame relay, ATM, and ISDN, 802.11a/b/g/x</li> </ul>
Scalability	<ul style="list-style-type: none"> <li>Network must be scalable and allow for growth</li> <li>Able to add platforms and specialize their use (such as establishing separate servers for each vertical product) without performance degradation</li> <li>Able to position systems geographically with the ability to reallocate/redesign placement of hardware without performance degradation</li> </ul>
Open Standard Protocol	<ul style="list-style-type: none"> <li>Protocols must be open standard.</li> <li>OCTO has selected TCP/IP as its standard</li> </ul>
Network Management	<ul style="list-style-type: none"> <li>Offers monitoring, measurement, and analysis tools to assess performance</li> <li>Provides proactive problem detection of device status before service is compromised</li> <li>Provides network management standards such as Simple Network Management Protocol (SNMP), and Remote Monitoring (RMON, RMON2)</li> <li>Provides capability for a Network Command Center</li> <li>Performs across most hardware devices</li> </ul>
Switched Networks	<ul style="list-style-type: none"> <li>Ideal for network management</li> <li>Improve LAN performance</li> </ul>

## Standards

### Software

Application Type	Mfg	Product	Summary
<b>Desktop Applications</b>			
Desktop Antivirus	McAfee	McAfee VirusScan	<p>All District of Columbia workstations will use McAfee VirusScan software to protect the District Wide Area Network (DCWAN) from malicious code. New computers should have the VirusScan software installed and configured prior to being deployed.</p> <p>More Info: <a href="http://www.mcafee.com">http://www.mcafee.com</a></p>
Office Automation	Microsoft	Office XP Standard Office XP Professional	<p>All new purchases will be Office XP Standard. If a user requires Microsoft Access, the agency can purchase Office XP Professional.</p> <p>This standard applies to office automation only. OCTO has not approved Office as an application development platform. The District supports the use of Excel and Word macros; however, it has not sanctioned complete applications using Access. OCTO is evaluating the best solution for low-end application development. The use of Access as that platform is not recommended until the evaluation has been completed.</p> <p>More Info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
Desktop Operating System (OS)	Microsoft	Windows 2000 Windows XP	<p>Windows XP Professional is the preferred operating system for all new PC purchases. However there may be situations in which the user's environment will not allow for a migration to Windows XP. If hardware or software issues prevent the installation of Windows XP Professional, users can continue to order Windows 2000.</p> <p>The District has standardized on Intel based personal computers. Apple computers can only be purchased upon approval by OCTO.</p> <p>More info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
E-Mail Client	Microsoft	Outlook XP Outlook 2000 Outlook 98 Outlook Web Access	<p>The District supports Outlook XP, Outlook 2000, and Outlook 98 email clients for users of Exchange 5.5 backend services (the current version of Exchange). The District also supports Outlook Web Access with Exchange 5.5 for users that occasionally access email while out of the office.</p> <p>DC will implement Exchange 2000 in 2003. When Exchange 2000 is deployed, the preferred email client will be Outlook Web Access. Outlook XP and Outlook 2000 will be supported for notebook users that must have offline access to email.</p>

Application Type	Mfg	Product	Summary
			<a href="http://www.microsoft.com">More Info: Http://www.microsoft.com</a>
Email Privacy	PGP Corporation	PGP V7	<p>Certain users require enhanced security and privacy for their email. The District does not provide encryption as a standard service for email. When email is sent across the Internet, it can be intercepted and read. Further, the "From:" field in an email message is easily manipulated and does not provide a true validation of who sent an email.</p> <p>PGP Mail is the recommended product for users who require additional email security. The product supports encryption and electronic signatures using private/public key technology.</p> <p>PGP Mail is not recommended for all users. In addition, at this time OCTO does not provide key storage. Refer to PGP Mail documentation on key management options.</p> <p>More Info: <a href="http://www.pgp.com">http://www.pgp.com</a></p>
File Encryption	PGP Corporation	PGP V7	<p>General file encryption is not sanctioned by OCTO. However, users who have sensitive information on their PC have the option of purchasing PGP for file encryption. PGP should only be used for individual file encryption.</p> <p>Encrypting the entire hard drive or partition is also not sanctioned by OCTO. Encryption could prevent a PC technician from accessing the hard drive to diagnose a problem. However, in very rare cases, in particular where very sensitive data is residing on a notebook, encryption is allowed. For these situations, PGP Disk V7 is the recommended product.</p> <p>Windows XP allows a user to encrypt files under certain conditions. The feature is fairly "lightweight" and therefore PGP is recommended.</p> <p>More Info: <a href="http://www.pgp.com">http://www.pgp.com</a></p>
Personal Fax	Microsoft Symantec	Microsoft Fax WinFax Pro V10	<p>Microsoft Fax is integrated with all current Windows operating systems. It is recommended for the majority of simple inbound and outbound fax transmissions.</p> <p>For more robust fax requirements, the District recommends Winfax Pro V10.0. Winfax Pro should be purchased for users that require more control over their faxes, including the ability to create a single fax from multiple sources.</p> <p><a href="http://www.symantec.com">More Info: http://www.symantec.com</a></p>

Application Type	Mfg	Product	Summary
Web Browser	Microsoft	Internet Explorer 6.0 w/128-bit encryption	<p>Internet Explorer 6.0 is the browser standard for all new Windows PCs. Note that other devices, such as PDAs, may have embedded browsers. This standard does not address these devices nor does it address non-Windows platforms.</p> <p>Note that other features embedded within Internet Explorer, such as the email client, are not supported. The intent of this recommendation is to establish a standard for web browsing.</p> <p><u>More Info:</u> <a href="http://www.microsoft.com">http://www.microsoft.com</a></p>
Media Player – Desktop	Microsoft	Media Player 9.0	<p>Microsoft Windows Media Player is a full-function media player that comes bundled with new PC operating systems. The District has standardized on Media Player for their web infrastructure.</p> <p><u>More Info:</u> <a href="http://www.microsoft.com">http://www.microsoft.com</a></p>
PDA (Personal Digital Assistants)	Palm Handsprings Compaq Sony RIM	Palm Visor iPAQ Clie Blackberry 950 & 957	<p>Personal Digital Assistants provide calendaring, to do lists, contacts, and other personal management functions in a handheld device. The District has sanctioned both the Palm (from Palm, Handspring and Sony) and Windows CE devices (from Compaq) as standards. Further, HotSync Manager (Palm) and ActiveSync (Windows CE) are the sanctioned software that will synchronize the devices with the user's PC.</p> <p>The RIM devices are also supported as both a PDA and a wireless email device.</p>
Forms Generator	Lake Companies ICM America Cardiff	JetForms OmniForms Liquid Forms	All are COTS product that allow for management of paper or electronic documents.
Desktop Publishing	Adobe Quark	Adobe Acrobat Version 5.0 Adobe Pagemaker V7.0 Quark Express 5.0	<p>Desktop publishing packages should be used to create professional-quality publications. Since there is a range of requirements, a range of products was selected.</p> <p><u>More Info:</u> <a href="http://www.adobe.com">http://www.adobe.com</a> <a href="http://www.quark.com">http://www.quark.com</a></p>
Project Management	Microsoft	Project 2002	<p>OCTO recommends Microsoft Project 2002 for the management of small to mid-size projects. The product provides all the fundamental functions required to track and manage projects.</p> <p>Microsoft Project 2002 is a general project management tool. Users that require vertical or specific project management tools, such as those used in construction, should consider other alternative software.</p> <p><u>More Info:</u> <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
<b>Server Applications</b>			
Server Operating System – File/Print	Microsoft	Windows 2000/2003 Server	OCTO recommends Windows 2000/2003 Server and Advanced Server platforms for file and print servers. Most

Application Type	Mfg	Product	Summary
		Windows 2000 Advanced Server	<p>agencies will deploy Windows 2000/2003 Server rather than Advanced Server. Windows 2000/2003 Advanced Server, with its additional scalability and clustering features, will mainly be deployed in the centralized OCTO data centers.</p> <p>At this time, OCTO does not recommend Windows 2000 Data Center. For higher performance requirements, OCTO recommends the use of either cluster Windows 2000 Advanced Server machines or Unix.</p> <p>More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a></p>
Server Antivirus Application	McAfee Sybari Trend Micro	Netshield – Win2000 Antigen - Exchange Solaris – Unix (SUN)	<p>The previously mentioned products are the recommended virus protection software for the various server platforms.</p> <p>Antivirus software must be installed on all servers regardless of their use and location. The software must be kept up to date with both current versions and the newest virus signature files.</p>
Enterprise Application Integration (EAI)	SeeBeyond	EGate InSight	<p>The District has standardized on SeeBeyond for enterprise-level integration. Where there is a need for high-volume and reliable integration between many disparate systems, Seebeyond should be used. The benefits of EAI are only realized when the number and complexity of the interfaces is relatively high. Therefore, not all interfaces should be built using Seebeyond. Contact OCTO for assistance in designing the optimal solution for a particular interface need.</p> <p><a href="http://www.seebeyond.com">www.seebeyond.com</a></p>
Internet Content Management	PPT	DSF	<p>DSF is the District's standard framework tool for all Internet, intranet, and extranet web sites. The product provides content management and portal capability including the ability to run applications within the framework. DSF uses a wysiwyg (what you see is what you get) editing capability eliminating the need for HTML developers to deliver content to a site. OCTO has developed various templates for use by agencies, which will provide a standard look-and-feel and navigation. DSF provides a workflow and approval process automating the publishing of the content.</p> <p>More Info: <a href="http://http://dsf.pptnet.com/">http:// http://dsf.pptnet.com/</a></p>
Directory Services	Microsoft	Windows 2000 Active Directory	<p>Microsoft Active Directory (AD) is the standard for directory services. Initially OCTO will deploy AD for email authentication and as a white pages directory (to include user name, email address, and phone number). In the future, the directory will be enhanced with additional attributes and will become the central authentication engine for applications and network services.</p>

Application Type	Mfg	Product	Summary
			More Info <a href="http://www.microsoft.com">www.microsoft.com</a>
E-Mail Server	Microsoft	Exchange 2000	<p>The District has standardized on Exchange 2000 for email and calendaring. The typically client will be Outlook Web Access or the full Outlook client. POP will also be supported for certain users who require a lightweight and/or Internet ready client. IMAP will be supported on a case-by-case basis.</p> <p>Exchange has not been sanctioned as the collaboration platform, such as instant messaging and conferencing. For general file sharing, standard Windows server file and print services are recommended over Exchange shared folders.</p> <p>More Info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
Web Server	Microsoft	IIS 5.0	<p>Microsoft IIS 5.0 is the sanctioned standard for all web server requirements including Internet, intranet, and extranet applications. The product provides:</p> <ul style="list-style-type: none"> <li>• Infrastructure to store and deliver HTML pages;</li> <li>• Scripting services for dynamic content and simple business logic;</li> <li>• Application platform for robust application logic.</li> </ul> <p>The sanctioned application development platform for web applications is COM+ (either with or without MTS services) on an IIS server. A complete description of the web infrastructure used in the District is included elsewhere in this document.</p> <p>OCTO does not sanction the user of Apache nor personal web servers even for development purposes. The OCTO web configuration includes development, quality control, and production servers. These servers should be used for all web requirements.</p> <p>More Info: <a href="http://www.microsoft.com">www.microsoft.com</a></p>
Internet Content Filtering – Server	Websense	Websense Enterprise	<p>Content filter prevents access to web sites that are deemed “inappropriate” in a business environment, such as pornography and racial sites. Websense is the standard product to provide Internet access restrictions. The product will be deployed at the central OCTO entry points to the ISP's.</p>
<b>Database Applications</b>			
Relational Database Management	IBM Microsoft Oracle	DB2/MVS V7 SQL Server 2000 Oracle 9x	OCTO supports three separate relation database management products based upon the platform and functionality required by the user.



Application Type	Mfg	Product	Summary
			More Info: <a href="http://www.microsoft.com">http:// www.microsoft.com</a> <a href="http://www.oracle.com">http://www.oracle.com</a> <a href="http://www.ibm.com">http://www.ibm.com</a>
Database Modeling	Computer Associates Microsoft Sybase	Erwin Visio PowerDesigner	Database modeling tools are used by systems analysts and developers to visually view data, data attributes, and their relationships. Erwin Modeler is the standard database modeling tool for the District and has been for the past three years. Besides developing the visuals of the data, Erwin can also be used to generate the physical database, stored procedures, and triggers for SQL Server, DB2, and Oracle. Erwin is an excellent "middle of the road" product for modeling databases and systems.
Database Dictionary	Microsoft Oracle	SQL Servers' Dictionary Oracle Data Dictionary	Products serves a reference source for database support and development. More Info <a href="http://www.oracle.com">www.oracle.com</a> <a href="http://www.microsoft.com">Http://www.microsoft.com</a>
Asset Management	Magic Solutions BMC Software	Magic Service Desk  Remedy Asset Management	Is a utility software tool that allows IT professionals to track and manage enterprise assets – and their changing relationships – throughout the entire asset lifecycle. These are both COTS products <a href="http://www.magic solutions.com">www.magic solutions.com</a> <a href="http://www. remedy.com">www. remedy.com</a>
Report/Query Tool	Crystal Business Objects	Crystal Reports 8.0 Business Objects	These products that have selected by OCTO as the Standard for the district. These are both COTS products. They both offer the ability to perform report writing and queries.
<b>Utility and Management Applications</b>			
Web Authoring	Macromedia Microsoft	Home Site FrontPage	For the creation of static web content, Microsoft FrontPage 2002 and Macromedia HomeSite 4.5 are the recommended products. These products provide WYSIWYG (what you see is what you get) HTML development capabilities. JavaScript and VBScript can also be incorporated into page development using these tools.  More Info: <a href="http://www.macromedia.com">http://www.macromedia.com</a> <a href="http://www.microsoft.com">http://www.microsoft.com</a>
Web Reporting	Webtrends	Analysis Suite	Webtrends is the standard tool to report on web site activity. The product provides information on many web site statistics including visitor activity, link analysis, and site errors. More Info: <a href="http://www.netiq.com/products/was/default.asp">http:// www.netiq.com/products/was/default.asp</a>
PC Utilities	Symantec	Norton Utilities 2002	Norton Utilities provides a suite of utilities for the maintenance of a PC including: <ul style="list-style-type: none"> <li>• Registry check and problem correction</li> <li>• Hard drive performance optimization</li> <li>• Hard drive error detection and repair</li> <li>• Recovery of deleted files</li> <li>• Permanent and secure deletion of files</li> </ul>

Application Type	Mfg	Product	Summary
			<p>The typical user will not require Norton Utilities. Norton Utilities will usually be used by PC technicians to diagnose and correct issues with the desktop. However, OCTO recommends Norton Utilities for users that must permanently and securely delete files.</p> <p>More Info: <a href="http://www.symantec.com">http://www.symantec.com</a></p>
Remote Host Application	LANDesk	N/A	This product is a COTS product. It designed for Remote Host control of remote systems. <a href="#">More Info</a>
Compression Utility	WinZip	WinZip Version 8.0	<p>WinZip is the recommended product for compressing individual files either to reduce disk usage or to improve performance when sending the file as an email attachment. WinZip provides a much more robust set of compression utilities than other products.</p> <p><a href="http://www.winzip.com">More Info: http://www.winzip.com</a></p>
WEB Application Development	Microsoft	Visual Studio Suite (InterDev, VB, C++)	<p>The District's web environment is Microsoft centric, relying upon Microsoft's IIS, MTS, and SQL Server products. As such, the District has sanctioned the Microsoft development framework for web application development. Specifically server applications will rely upon ASP and COM+.</p> <p><a href="http://www.microsoft.com/catalog/display.asp?site=737&amp;subid=22&amp;pg=1">www.microsoft.com/catalog/display.asp?site=737&amp;subid=22&amp;pg=1</a></p>
<b>Business Tier Applications</b>			
Help Desk	REMEDY	Remedy Help Desk	Has been selected as the Standard for Helpdesk, problem management software. It is an Industry leader and COTS product
High end Statistical Analysis	SAS SPSS	SAS SPSS	<p>SAS and SPSS are supported on both the OS/390 and PC platforms. Even though not currently implemented, users who require a non-S/390 server based solution should utilize SAS.</p> <p>Excel is also supported for data analysis but the product does not provide the high-end analysis features in SAS. However, many users will find the capabilities of Excel sufficient for their needs.</p> <p>More Info: <a href="http://www.sas.com">http://www.sas.com</a> <a href="http://www.spss.com">http://www.spss.com</a></p>
Wireless Email	RIM Cingular Goodlink	RIM 950/957 Cingular Corporate Email Server Goodlink Corporate Messaging Software	RIM is the standard wireless email device for all users of the OCTO Exchange backbone. The OCTO provided service is Cingular Corporate Email Service. The Goodlink software is the standard wireless email application.

## Hardware

Type of Device	Mfg	Description	Summary
<b>Computing – Desktop</b>			
Desktops I - Normal User	IBM compatible (Dell, IBM Compaq, Toshiba)	P3 (1.8 GHz) Intel compatible Processor, 256 MB Memory, 30 Gig HD, 10/100 Network Card, 32 MB Video Card, 16 Bit Sound Card, 12x10x52 CDRW, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District as a Standard for the next 12 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.dell.com">http://www.dell.com</a>
Desktop II -- Power User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (2 GHz) Intel compatible Processor, 512 MB Memory, 40 Gig HD, 10/100 Network Card, 32 MB Video Card, 16 Bit Sound Card, 12x10x52 CDRW, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District as a Standard for the next 12 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.dell.com">http://www.dell.com</a>
Laptops I - Normal User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (1.2 GHz) Intel Compatible Processor, 128 MB Memory, 20 GB HD, 8MB Video Ram, AC97 Audio, 10/100 NIC, 56K Modem, 8X DVDROM, 2 USB Ports, 1 Firewire port, 1 Parallel Port, 2 Serial Port, 87 Key Keyboard, PS2 Port, Video Port, 14" Active Matrix Display	This unit is for new purchases only. This unit has been adopted by the District as a Standard for the next 12 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.dell.com">http://www.dell.com</a>
Laptop II - Power User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (2 GHz) Intel Compatible Processor, 512 MB Memory, 30 GB HD, 32MB Video Ram, AC97 Audio, 10/100 NIC, 56K Modem, 8X DVDROM/CDRW combo, 2 USB Ports, 1 Firewire Port, 1 Parallel Port, 2 Serial Port, 87 Key Keyboard, PS2 Port, Video Port, 14" Active Matrix Display	This unit is for new purchases only. This unit has been adopted by the District as a Standard for the next 12 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.dell.com">http://www.dell.com</a>
<b>Computing - Server</b>			
Server (Application)	IBM compatible (Dell, IBM Compaq, Toshiba)	Dual P3 (1.4 GHz) Intel Compatible Processor, 1-2 Gig Memory, 2-3 18Gig 10,000 RPM HD, 16 MB Video, 101 Key Keyboard, 2 button Mouse, 52x CDROM, Dual SCSI Controller, Dual Power Supplies, 2 USB Ports, 2 PS2 Ports, 1 Firewire port, 1 Parallel Port, Video Port, 210/100 NIC, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District as a Standard for the next 12 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.dell.com">Http://www.dell.com</a>

Type of Device	Mfg	Description	Summary
Server (Database)	IBM compatible (Dell, IBM Compaq, Toshiba)	Dual P4 (2 GHz) Intel Compatible Processor, 2-4 Gig Memory, 2-3 18Gig 10,000 RPM HD, 32 MB Video, 101 Key Keyboard, 2 button Mouse, 52x CDRW, Dual SCSI Controller, Dual Power Supplies, 2 USB Ports, 2 PS2 Ports, 1 Parallel port, Video Port, 2 10/100 NIC, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District as a Standard for the next 12 months when it will be evaluated again. <a href="http://www.dell.com">More Info http://www.dell.com</a>
<b>Computing - Tape Backup</b>			
Tape Back Up	Dell	Fully Automated Library with a minimum of 2 Drives. Will Support 20 cartridges. Library Capacity 2 - 4 TB. Backup rate 216 GB per hour	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again. More Info <a href="http://www.dell.com">www.dell.com</a>
<b>LAN/WAN Devices</b>			
Firewall (Remote Office)	Cisco 3Com Nokia	Built upon a hardened, purpose-built operating system for security services. Support a wide range of remote access VPN clients including Cisco software, Microsoft Windows, Linux, Solaris and Apple Mac OS X), hardware VPN clients (such as the VPN 3002), as well as PPTP and L2TP. Ability to be remotely managed and configured.	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again.
Firewall (Enterprise)	Cisco 3Com Nokia	Built upon a hardened, purpose-built operating system for security services. Support a wide range of remote access VPN clients including Cisco software, Microsoft Windows, Linux, Solaris and Apple Mac OS X), hardware VPN clients (such as the VPN 3002), as well as PPTP and L2TP. Ability to be remotely managed and configured.	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again.
Router (Remote Office)	Cisco Foundry	Built in CSU/DSU, 2 Com port, 1 WAN Port, 2 LAN ports, Supports, OSPF, RIP, RIP2, Multi-protocol, IP, IPX/SPX, VPN, IPSEC, 3DES/MD5 Encryption. Supports remote management and Access	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again.
Switch (Departmental)	Cisco 3Com	24 - 36 Port Density, Layer 3 Support, Gigabit Back Plane with 1 fiber ports. Supports 10/100 bandwidth, VLANs, Port Trunking, Filtering via MAC Address, remotely managed, managed via Web Browser.	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again.

Type of Device	Mfg	Description	Summary
Switch (Enterprise)	Cisco 3Com	36 - 48 Port Density, Layer 3 - 4 Support, Gigabit Back Plane with 2 fiber ports. Supports 10/100 bandwidth, VLANs, Port trunking, Filtering via MAC Address, remotely managed, managed via Web Browser.	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again.
Intrusion Detection Systems (IDS)	TBD	TBD	TBD
<b>LAN Printer/Scanner/FAX</b>			
Printer Laser (Personal)	Personal Non-Networked	10-15 pages per minute, 2-3 input Trays - 750 pages, monthly volume of 50,000 pages, Support, Legal, A4, and Letter prints, Remote management and configuration, built in Network Card, Support Laser technology	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.hp.com">www.hp.com</a>
Printer Laser (Departmental) Laserjet	High Volume Networked	15-25 pages per minute, 2-3 input Trays - 1000 pages, monthly volume of 100,000 pages, Support, Legal, A4, Letter, and 11x17 prints. Remote management and configuration, built in Network Card, Support Laser technology	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again. <a href="#">More Info</a> <a href="http://www.hp.com">www.hp.com</a>
Scanner Personal & Handheld	Personal Non Networked	Personal - Must be single Pass, USB and Parallel port capable, 600 dpi to 2400 dpi optical resolution. Capacity at least 100 sheets. Support letter 8 1/2" x 11", Legal and 11"x17" <u>paper</u>	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again. More Info <a href="http://www.hp.com">www.hp.com</a>
Scanner Single Pass (Departmental)	High Volume Networked	Must be single Pass, USB and Parallel port capable, 720 dpi to 2400 dpi optical resolution. Must support VRS (video versions only). Capacity at least 500 sheets Support letter, Legal and 11"x17" <u>paper</u>	This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again. More Info <a href="http://www.hp.com">www.hp.com</a>
FAX	Panasonic or IBM	Plain Paper, hold at least 250 – 500 sheet of paper, Memory buffer for minimum 100 pages, provides confirmation page, 14.4 - 33.6 Data/Fax mode, Print/copy in multi-mode i.e. fine, super-fine)	For New purchases only. This unit has been adopted by the District as a Standard for the next 12 - 24 months when it will be evaluated again.

## **Imaging**

### **Centralized Scanning solution**

The District of Columbia seeks a centralized scanning solution that satisfies the following technical goals.

- ◆ Provides a real-time web front, has to work with IE 6 and the latest version of Netscape
- ◆ Takes advantage of real time interfaces between District agencies and their systems.
- ◆ Provides fast, front-line scanning capabilities for the DMV staff to add images to customer records.
- ◆ All images must integrate with the ticketing MSMP. Each image must be associated with the appropriate record in the MSMP system.
- ◆ The database backend needs to be able to integrate with ORACLE or DB2.
- ◆ Able to receive image data thru fax/email/web and integrate into the MSMP system and link to the appropriate record.
- ◆ Interoperates efficiently and effectively with the District agencies and their systems.
- ◆ Provides District ownership and control of data contained in the system
- ◆ Grants the District access, control and ownership if the system application programming code

### **Image Resolution**

All digital images should have a minimum of 3,000 pixels along their longest dimension, and a minimum resolution of 300 dpi. For example, an 8-inch x 10-inch photograph should be scanned at 300 dpi; a 5-inch photograph at 600 dpi, etc. However, items should never be scanned at less than 300 dpi, even if the longest dimension of the object is greater than 10 inches. When measuring the longest dimension of an image, the length should be rounded down to the nearest half of an inch. When calculating resolution, round up to the closest multiple of 25.

Calculations should reflect the dimensions of actual item to be scanned, not its matting or support. For example, a 5-inch print on an 8-inch mat should be scanned at 600 dpi ( $5 \times 600 = 3000$ ), even though the longest dimension becomes 4,800 pixels ( $8 \times 600 = 4,800$ ). This exception is made so that the NAA can later reproduce the print or artwork at 300 dpi. Text on the reverse side of an object may be scanned at 200 dpi.

### **File Format**

Files should be saved in 24-bit RGB color TIFF format, with an IBM PC Byte Order.

### **Test Targets**

All reflective images should be scanned along with a Kodak Q-13 Color Separation Guide. All transmissive images (i.e. slides, negatives, film, etc.) should be scanned alongside a Kodak Q-60 Color Input Target. Test targets should not be considered when calculating the dimensions of the digital image.

### **Color and Grayscale Modes**

All items (including black-and-white photographic prints) should be scanned and saved as RGB color images. Exception: black-and-white photographic negatives should be scanned and saved as grayscale images.

## ICC Color Profiles

Where possible, TIFF image files should include the ICC color profile of the input equipment used (flatbed scanner or digital camera).

## Pre-Scan Cropping

Crop each image to the edges and include the entire color bar. Items that are matted on secondary material should be cropped to include a portion of the matting (and scanning resolution determined by the dimensions of the actual image, not including the mat).

The upper portion of the color bar may be partially cropped to achieve a smaller overall file size.

## File Naming

Use lower-case letters only.

The same unique object identifier (name or number) should be used for archival items and their digital surrogates. For example, a print or drawing identified in the archives' catalog as (INV) 00000001 should be named 00000001.tif.

The verso or back of the item will be called 00000001v.tif or 00000001verso.tif.

Two parts of a broken item will be called 00000001\_pt1.tif and 00000001\_pt2.tif

## Volume (Disk) Names

Disk names should bear the collection's Accession Number (or MS number), bearing in mind that a CD-ROM volume label (i.e. its name) cannot include more than eleven (11) characters.

"Ms99-23 Disk1" or "99-23no1" for CD disk 1

"Ms99-23 Disk2" or "99-23no2" for CD disk 2, etc.

Volume (disk) labels and directory names must conform to DOS file naming conventions and may not include these characters: / . : \* ? " < > |

## CD-ROM Recording

CD-ROMs must be ISO 9660 format. However, the file naming setting used in Toast should be "Allow Macintosh Names."

## **Additional Criteria**

- Each file shall contain a .tif extension.
- Horizontal alignment of images shall be off no more than .25 degrees.
- The correct aspect (portrait or landscape) of the original shall be retained in the digital image.



## **Interoperability**

### **Department of Public Works**

#### **DPW Fleet information system interface**

There is no existing interface from the DPW Fleet information management system. Fleet will implement a new city-wide information system, August 2003. An interface to the present MSMP - TICKET system will be provided around August, September 2003. The interface will send vehicle agency assignment information to MSMP - TICKET including agency code, month, day, year of assignment, license plate, state, vehicle make. This will allow the ticket information system to timely report to agencies their ticket responsibilities.

#### **DPW Centralized Towing**

DPW Parking will provide a Centralized Towing information system, June 2003. There is no planned interface to the ticket information system for this phase of the system. In the next phase of enhancements to the system, next year, the MSMP ticket information system should be able to send ticket payment information to the Centralized Towing system. This information will allow Centralized Towing information to release vehicles.

### **Office of the Chief Financial Officer**

SOAR is the central financial management system for the District of Columbia. The system is designed to support OCFO's mission to enhance the fiscal and financial stability, accountability and integrity of the Government of the District of Columbia.

The contractor shall develop a batch interface between the vendor ticket management system and the District of Columbia's financial management system (SOAR).

The following technical specifications are incorporated here by reference:

- ◆ R\*STARS "DAFRIN" TRANSACTION INTERFACE RECORD LAYOUT

### **DC DMV Destiny MSMP - TICKET Interface**

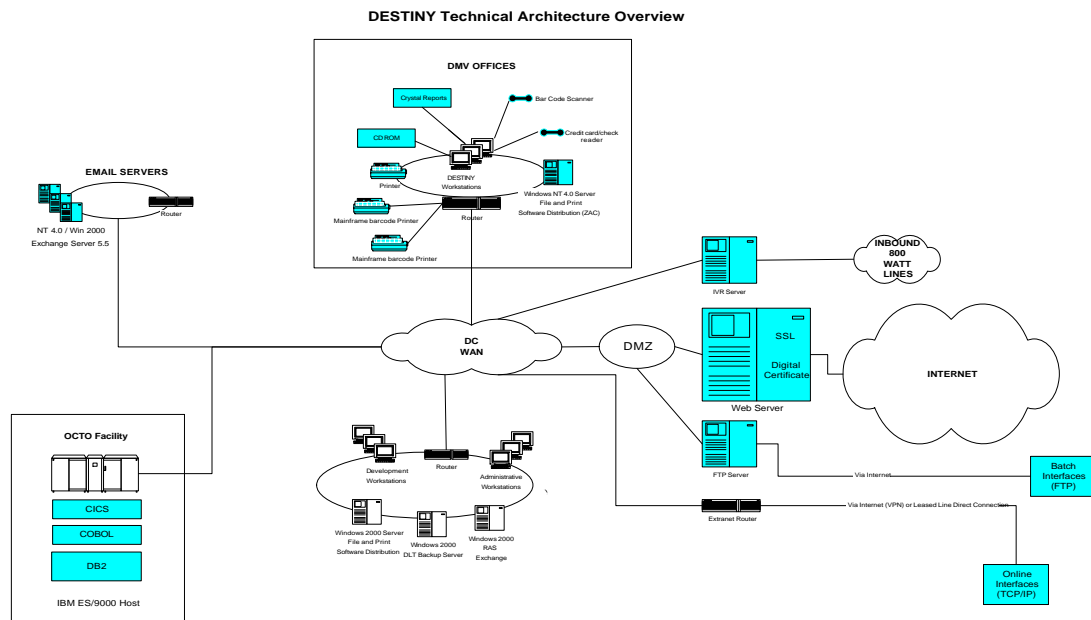
The DESTINY Application is the enterprise motor vehicles application for the District of Columbia DMV. DESTINY supports the DMV's core driver licensing, vehicle registration, tag issuance, titling, dealer licensing, and accounting functions.

The DESTINY system is a comprehensive motor vehicles enterprise solution using an IBM mainframe as its backbone application server and database server. DESTINY blends both a PowerBuilder 7.0 GUI client and a Microsoft IIS/ASP/COM+ web application with IBM VisualAge Interspace and Distributed CICS middleware products to interact with the IBM mainframe. The DESTINY application server runs COBOL program RPCs that interact with data stored within a comprehensive, integrated DB2 database. The DESTINY application provides a data entry and lookup GUI, eGovernment web transactions, batch processing, reporting, and multiple external

system interfaces to more than 300 internal users and numerous external users. Figure 1-1 details the current DESTINY technical architecture.

## Department of Motor Vehicles

The DESTINY system has multiple batch and online interfaces with the current Ticket System. The interfaces act to synchronize ticket and payment information between the two systems, which helps to expedite ticket resolution and payment. This section describes the interface standards and technology used by the DESTINY System as well as each of the current interfaces between the DESTINY System and the current Ticket System.



## Current Interface Standards

### Batch FTP

Batch file transfer using FTP file transfer is one standard interface for the DESTINY system. Batch interfaces involve transferring files of an agreed upon data structure. An OCTO FTP server is used to manage incoming and outgoing interface files. All incoming files are uploaded to the OCTO FTP server prior to nightly batch processing, which starts at 12:00 AM EST. All outgoing files may be downloaded from the OCTO FTP server after 6:00AM EST the following day.

## Desired Integration and Interface Standards

Due to the integration of ticket, driver and vehicle data into one MSMP system, most interfaces will be eliminated. External interfaces such as AAMVA and social security interfaces shall be TCP/IP. All new interfaces will provide real-time communication with the Destiny and the MSMP - TICKET system.

## Process Moving Violation Updates

### Current Process:

The Ticket System must transmit to the Destiny System moving violation information for District drivers. A Destiny batch program processes a batch file sent from the Ticket System and generates a response file indicating whether or not each moving violation record successfully processed. The Destiny System updates its database with the moving violation disposition information for each record. If a moving violation causes or removes a withdrawal on the driver record, the DESTINY system updates its database accordingly. The input and response files are exchanged between the Ticket System and Destiny via FTP on a nightly basis.

### Desired Process:

In the new system, the above process will be a real-time, with all data linked to a master record, thereby reducing redundancy and errors..

## Logistics Overview

Communication	Data Transfer Protocol	Direction	File Format	Frequency	Average Volume
Batch	FTP	To Destiny System	Proprietary Flat File	Daily	1000/day

## Current: Update Unresolved/Defaulted Parking and Photo Enforcement Tickets

The Ticket System must transmit stop nomination and clear stop nomination transactions from the Ticket System for unresolved/defaulted parking and photo enforcement violations. A Destiny batch program processes a batch nomination file sent from the Ticket System and generates a response file indicating whether or not each nominate/clear parking/photo enforcement violation stop transaction was successful. The Destiny System places an unresolved/defaulted parking/photo enforcement violation stop on the associated vehicle's registered owners for each successfully processed stop nomination record. The Destiny System clears the associated unresolved/defaulted parking/photo enforcement violation stop for each successfully processed stop clearance record. The input and response files are exchanged between the Ticket System and Destiny via FTP on a nightly basis.

### Desired Process:

In the new system, the above process will be real-time to an integrated database, that will provide instant access to all MSMP information.

## Current: Send Ticket Payment Information

The DMV customer service representatives may collect ticket payment for unresolved/defaulted parking/photo enforcement tickets at the DMV using the DESTINY System. For each ticket payment collected, the DESTINY System must send the appropriate information to the Ticket System such that the ticket can be cleared. To do this, the DESTINY system creates for the Ticket Payment System a nightly batch file of all unresolved/overdue parking/photo enforcement violation payments collected by the DMV. The batch file contains registration, ticket, and ticket payment information for each ticket fee collected at the DMV. The file is then picked up and processed by the Ticket System to update the respective parking ticket records.

### Desired Process:

In the new system, the above process will be real-time to an integrated database, online interface that will provide instant access to the MSMP moving violations information.

### Current: Online Ticket Payment Update

In order to expedite the synchronization of ticket payment information, a real time ticket payment interface exists. This online interface receives defaulted parking/photo enforcement ticket payment information from the Ticket System and updates the DESTINY System accordingly. For each payment made toward a defaulted parking/photo enforcement ticket in the Ticket System, a message is sent to DESTINY containing information identifying the ticket as well as its updated payment and disposition information. For each message received, the DESTINY System will update the associated defaulted ticket stop record and, if the ticket has been cleared, resolve the associated parking/photo enforcement ticket stop.

Logistics Overview

Communication	Data Transfer Protocol	Direction	File Format	Frequency	Average Volume
Online	TCP/IP	To DESTINY System	Proprietary Flat File	Real Time	250/day

### Current: Vehicle Data Inquiry

The DESTINY System provides an online facility for the Ticket System to query vehicle registration information. The interface may be used when issuing tickets to determine the vehicle registration, owner, and address information for a tag. To query the DESTINY System, the Ticket System sends a tag number and a ticket issue date and, if a match is found, the DESTINY System returns back to the Ticket System the matching vehicle registration, owner(s), and address information as of the ticket issue date.

### Logistics Overview

Communication	Data Transfer Protocol	Direction	File Format	Frequency	Average Volume
Online	TCP/IP	Interactive (Response to Ticket System)	Proprietary Flat File	Real Time	Not currently used.

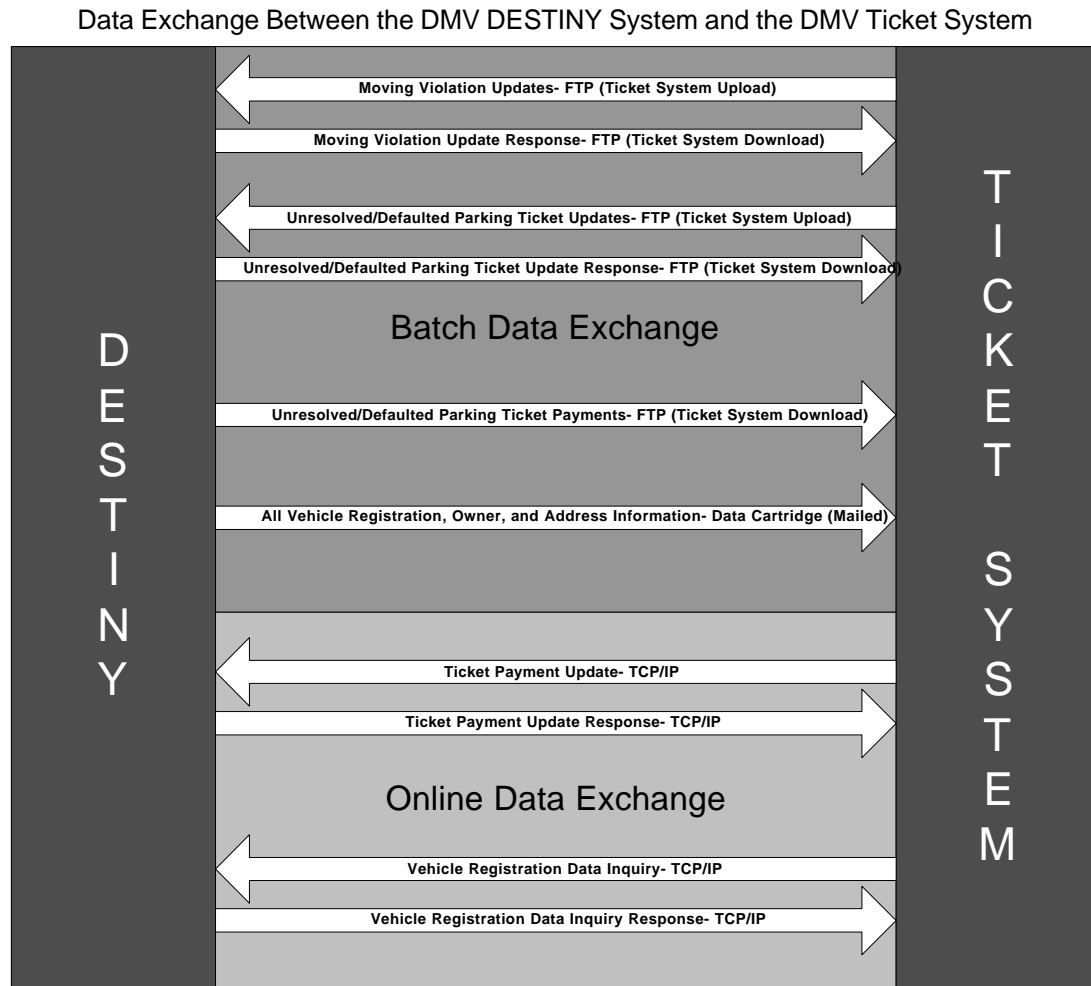
### Current: Vehicle Data Extract

As a backup to the online Vehicle Data Inquiry Interface, the DESTINY System provides an extract of all vehicle registration data to the Ticket System. For this, the DESTINY System generates a file containing vehicle, registration, owner, and address information for all currently registered vehicles in the District. The flat file is transmitted to the Ticket System weekly.

### Desired Process:

In the new system, the above processes will use the integrated MSMP-database to provide instant access to the MSMP moving violations information.

Figure 1-2 is a graphical representation of the data exchanged between the DESTINY System and the current Ticket System.



## Mobile Computing

### Handheld Computing Devices

- ◆ Allow a user to completely logon within 30 seconds.
- ◆ The housing must protect the electronics, display and input devices from shock, sustained vibration, temperature extremes, storage extremes, relative humidity and spills.

- ◆ The handheld computer unit shall be capable of operating between –20C to +50C.
- ◆ The handheld computer unit shall be built in conformance to ISO 9001 international quality standards.
- ◆ Displays suitable from outdoor use in a range of ambient light. Conditions from bright sunlight to total darkness.
- ◆ Backlit keys sufficiently large to accommodate ease of data input.
- ◆ Safe casing for carrying when not in use.
- ◆ Capable of operating ten hours between recharges and capable of full recharge in two hours to support a full shift.
- ◆ The maximum weight of a unit including battery shall not exceed 2 lbs.
- ◆ The handheld must be ruggedized and able to withstand a drop test from 6 feet.
- ◆ The handheld device must incorporate ergonomics that address worker injury and fatigue.
- ◆ The handheld device must incorporate a full alphanumeric keypad with a separate alphabetic (A-Z) and numeric (0-9) characters plus appropriate function keys.
- ◆ A color display is desired.
- ◆ The handheld unit shall be capable of integrating with a bar code scanner.
- ◆ The handheld unit shall have a built-in speaker and microphone, capable of supporting audio messages. The handheld device must have an audible tone, such as a beep, and a visual indicator to alert the officer to special conditions, such as scofflaw or stolen vehicle match, or low battery condition. When required for security reasons the device must provide a means to disengage the audible tone.
- ◆ A thermal printer unit is desired.
- ◆ The handheld device must have sufficient random access memory (RAM) to store all required data. A minimum of 32 MB of ram, with expansion to a minimum of 128 MB must be supported.
- ◆ The handheld device must support at a minimum of 128-bit encryption.
- ◆ The batteries utilized must support at a minimum 10 hour shift before a recharge is needed.
- ◆ The handheld device must include safeguards to preserve the integrity of all data in the event of equipment malfunction, loss of battery power, or replacement of battery.

## **Printers**

- ◆ Must be operational in all types of weather without the need for a protective cover.
- ◆ Must have a print resolution of at least 203 dpi.
- ◆ Must have a print speed of up to three (3) inches per second.
- ◆ Must provide the “longest time” available batteries to support at a minimum 10 hours, and the printing of 200 citations.
- ◆ Allow for the storage and field replacement of batteries with negligible impact on normal operations.
- ◆ A printer malfunction must not affect the integrity of data stored in the handheld, there must be a reprinting capability.
- ◆ The ticket paper stock must be able to withstand extreme weather conditions without damage or loss of information or legibility.
- ◆ The ticket paper stock must be water and heat resistant and the print on preprinted ticket paper stock must be smear proof.
- ◆ Characters printed by printer on ticket paper must remain legible and be smear proof both when the ticket is dry or becomes wet.

## **Application Management**

### **Performance Requirements**

The contractor shall guarantee the following system performance levels, in addition to any which may appear in the statement of work:

- (a) On-line system availability level of 99.8 percent in any calendar month.
- (b) An average system response time at each workstation of 2.5 seconds or less over a one week period;
- (c) On-line availability of the image workflow system during normal working hours of 99.8 percent in any calendar month;
- (d) The contractor shall guarantee the average image recovery and average image printing time offered in its proposal.

### **Service Level Reporting**

The contractor shall guarantee the following system performance levels, in addition to any which may appear in the statement of work:

- (a) Online and on demand availability and delivery of regular production management reports
- (b) On-line and on demand availability of payment data by the contractor
- (c) Update of manually written tickets to the system no later than the end of the second business day following pickup by the contractor
- (d) Repair or replace within four hours or the end of the business day on which notification from the District was received, whichever occurs first, any system hardware component that fails to perform at its intended level
- (e) Establishment of a backup connection within 20 minutes of receipt of notification from the District that any data circuit is inoperable; the contractor shall maintain staffing levels for services as identified in the proposal and subsequently incorporated into the contract, except as otherwise agreed by the Contract Administrator.

## Security

### District of Columbia Security Standards

The vendor solution must adhere to all applicable District of Columbia Security policies issued by OCTO Computer Security Management (OCSM). In particular, the following policies have been identified by OCSM as pertaining to the system sought. The following OCSM policies and standards are incorporated herein by reference:

- |                |                                  |
|----------------|----------------------------------|
| 1. OCTO003.350 | Desktop Security                 |
| 2. OCTO003.010 | Data Sensitivity                 |
| 3. OCTO003.320 | Network Connectivity             |
| 4. OCTO003.510 | Systems Security Hardening       |
| 5. OCTO003.380 | Wireless Communications Standard |

### Federal Security Standard

In addition to District of Columbia security policies and standards, the Vendor solution must conform with all applicable Federal government security policies and standards, particularly the Criminal Justice Information Services Security Policy (*CJIS Security Policy Version 3.1 September 2002*) which is incorporated herein by reference.

- ◆ Security Programs
  - Security Roles and Responsibilities
  - Information Security Officer Responsibilities
- ◆ Personnel Background Screening
  - Personnel Background Screening for System Access
  - Personnel Background Screening for Hardcopy Access
  - Standards for Discipline
- ◆ Physical Security
  - Security Standards Enforcement
  - Specific Facility Security Standards
- ◆ Administrative Security
  - Originating Agency Identifiers (ORIs)
  - State and Federal Agency User Agreements
  - Local Criminal Justice Agency User Agreements
  - Non-criminal Justice Governmental Agencies
  - Private Contractor
  - Awareness and Training
  - Security Monitoring
  - Notification
  - Disposal of Media
  - Documentation of Network Configuration
  - CJIS Network Configuration Example



- ◆ Technical Security
  - Identification
  - Authentication
  - Wireless
  - Encryption
  - Encryption Audit Considerations
  - Dial-up Access
  - Access Control
  - Audit
  - Audit Trails
  - Internet Access
  - Firewalls
  - Internet Firewall Architecture Diagram
  - FBI CJIS Criminal History Record Information via the Internet
- ◆ Dissemination of State or Federal Hot File Records
  - Commercial Dissemination
- ◆ Dissemination of III/Criminal History Record Information (CHRI)
  - Logging
  - Use of Information
  - Direct Dissemination to Personnel
  - Dissemination of Criminal History Record Information
  - Storage of Criminal History Record Information
  - Disposal of Criminal History Record Information
  - Voice Transmission of Criminal History Record Information
  - Facsimile Transmission of Criminal History Record Information
- ◆ CJIS Records Information Systems Auditing
  - Biennial Control Terminal Agency Audits
  - Biennial FBI CJIS Division Audits
  - Special Security Audits
  - Security Audit Capability
- ◆ Security Incidents and Violations
  - Incident Response Capability Structure
  - Identifying Incidents
  - Investigating (Incident Handling)
  - Reporting
  - Recovery
  - Web Links
  - Security Incidents and Violations

## **Roles and Responsibilities**

## **Inspection and Acceptance**

### **Inspection of Services**

#### **Definitions**

"Services" as used in this clause includes services performed, workmanship, and material furnished or utilized in the performance of services.

#### **Inspection System**

The Contractor shall provide and maintain an inspection system acceptable to the District covering the services under the contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the District during contract performance and for as long afterwards as the contract requires.

#### **Inspect and Test**

The District has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The District shall perform inspections and tests in a manner that will not unduly delay the work.

#### **Inspection Location**

If the District performs inspections or tests on the premises of the Contractor or subcontractor, the Contractor shall furnish, and shall require subcontractors to furnish, without additional charge, all reasonable facilities and assistance for the performance of these duties.

#### **Inspection Failure**

If any of the services do not conform to the contract requirements, the District may require the Contractor to perform these services again in conformity with contract requirements, at no increase in contract amount.

#### **Defects**

When the defects in services cannot be corrected by performance, the District may (1) require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and (2) reduce the contract price to reflect value of services performed.

#### **Failure to Comply**

If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance is in conformity to contract requirements, the District may (1) by contract or otherwise, perform the services and charge the Contractor any cost incurred by the District that is directly related to the performance of such services, or (2) terminate the contract for default.

## **Quality Assurance**

The Project strategy for quality assurance will be to focus on the quality of the documentation, coding standards, deliverables, and Business Continuity Plan as well as the management of the project schedule and the priority of achieving system response times that adequately support the District's workflow. Additionally, the application, inclusive of all its components, will ensure that all the related documented standards are enforced. Quality assurance activities provide an ongoing assessment of these factors. This involves evaluating progress against requirements and the review of deliverables. In addition, quality assurance activities will interact closely with and support risk identification, on-going risk monitoring, and contingency planning. Quality assurance will also ensure that the application and database allow for the future growth.

The Contractor will be required to develop and acquire the District's approval for a comprehensive test plan. The test plan should include provisions for automated regression and load testing scenarios using tools such as Mercury Interactive's WinRunner and LoadRunner, respectively. The scope of the testing should include but not be limited to:

## **Quality Assurance**

The project strategy for quality assurance will be to focus on the quality of the documentation, coding standards, deliverables, Business Continuity Plan, the management of the project schedule, and the priority of achieving system response times that adequately support the District's workflow. Additionally, the application, inclusive of all its components, will ensure that all the related documented standards are enforced. Quality assurance activities will provide an on-going assessment of these factors. This will involve evaluating progress against requirements and the review of deliverables. In addition, quality assurance activities will interact closely with and support risk identification, on-going risk monitoring, and contingency planning. Quality assurance will also ensure that the application and database allow for the future growth.

## **Testing**

Vendor to develop and acquire District's approval on a comprehensive test plan and regression test scenarios, as Mercury WinRunner automated scripts, including but not limited to -

1. Data Conversion
2. Network Architecture
3. Platform portability
4. Hardware/servers portability
5. Interfaces (bi-directional) (Destiny, SOAR, etc.)
6. Error handling (Online and Batch)
7. Batch processing
8. Image transfer
9. Reporting
10. Handheld devices
11. Printing
12. Additional required hardware
13. Additional required software

The Contractor must describe a comprehensive approach, method, and lifecycle for all testing. Testing should be not limited to the executable system. Rather, testing should be built into all systems integration and test development life-cycle phases. The vendor must describe the

organizations, resources, tasks, work assignments, milestones, and schedules for all project testing. The Contractor vendor must address the establishment of the required testing environments, testing criteria, test data, testing procedures, and the validation of test results.

The Contractor vendor will be responsible for proving the successful completion of the regression testing in compliance with the requirements. The Contractor will be required to get approval from the District prior to the completion of each testing phase.

Additionally, the Contractor will be required to the vendor will need provide documented proof of the successful completion of the stress testing, load testing, Application and Database performance testing, load testing, application and database performance testing, and all corresponding system associated response times. The Contractor must provide this documentation in deliverable format to the District. All testing and quality assurance deliverables must be approved by the District before the Contractor may proceed with the implementation of the ticket processing system.

## **Acceptance Criteria**

For each implementation deliverable, the vendor and the District will define and agree upon specific acceptance criteria. Additionally, the first 30 days of the implementation will be considered a pilot phase. This is to further ensure the conformance to the requirements and the District's quality standards. All the pre-determined transactions, as defined by the vendor and the District, need to be successfully executed prior to the completion of the pilot phase. Contractor is expected to coordinate and ensure the completion of the Pilot Phase. For this Pilot Phase, the District will provide final acceptance for the successful execution of all pilot scenarios and transactions prior to the final implementation of ticket processing system

The vendor will need to provide a documented and tested Rollback and Contingency plan prior to the start of the pilot phase.

## **Application Support**

The District maintains a centralized **Help Desk** operation, which uses Remedy Help Desk software to track trouble tickets. District agencies have Level 1 support staff who will respond first when there is a tickets processing software or hardware issue. If the problem cannot be resolved within the agency, the call is escalated to staff in the Office of the Chief Technology Officer (OCTO). It is critical that, if resolution is not reached at the second level or if the problem cause cannot be determined, the Contractor provides immediate access to technical staff that understands the application software and architecture. The Contractor shall provide the District with a defined, current escalation procedure.

Agency IT staff and OCTO staff will work with the Contractor's technical staff to resolve problems. The Contractor shall provide staff with appropriate skill levels to work with the District until a solution can be found, even if it is not certain that the problem lies within the Contractor's software or technical infrastructure. In the event of an outage or performance problem not clearly associated with the Contractor's software, the District shall provide the appropriate staff to work with the Contractor to reach resolution. The appropriate agency shall provide knowledgeable staff, as needed. Both the Contractor and the District shall provide on-call contacts to resolve problems that arise during non-business hours.

If third-party software or hardware is an integral part of the Contractor's solution, the Contractor is responsible for obtaining support from third-party vendors. The same service level applies to both the core-product Contractor and third-party vendors.

The Contractor shall provide a business continuity plan that defines, in detail, the procedures the District and the Contractor should follow in the event of an outage lasting longer than 4 hours. The procedures shall include a detailed description of the alternate ticket processing by District agencies during the outage, as well as the continued processing of tickets by the Contractor. Development of this plan will require extensive coordination with agency staff for documenting and testing the procedures.

## Exhibit 4

Below is a glossary describing some of the concept used in this document.

Word	Definition
Aging Process	The treatment process defines the procedure for the handling of and communicating with a citizen that is not following through on its obligation to pay fees or fines.
Availability Date	The availability date and time is the time and date a fine, fee, payment, refund, or write-off transaction is made available to the application.
Blank Stock	Blank stock refers to ticket stock that has no pre-printed information.
Boot	A boot is a device attached to the tire of a vehicle in order to prevent the operation of that vehicle.
Boot Crew	A group of individuals that has an interest in booting vehicles.
Boot Eligible	A boot eligible vehicle is a vehicle that has satisfied all the prerequisites for booting the vehicle.
Boot Escape	A boot escape is the unauthorized removal of a boot.
Boot Inventory	The boot inventory is the function of managing the inventory of boots; tracking their location and status, and ensuring that they are serviced and functioning.
Boot Queue	A boot queue manages the process of placing boots on vehicles and the process of removing boots from vehicles.
Boot Release	A boot release is the process of removing a boot from a vehicle.



Word	Definition
Booting	Booting is the process of placing and keeping a boot on a vehicle for the purpose of denying use of the vehicle.
Case Folder	A case folder holds all available information relating to one or more contested tickets. The case folder is used in the adjudication and appeals process to review one or many traffic tickets.
Centralized Towing System	A system that manages the towing and impoundment of vehicles.
Cited	A ticket (citation) issued for a vehicle or driver.
Citizen	An individual or organization that interacts with the Department of Motor Vehicle (DMV), with the exception of individuals or organization that are interacting with DMV in the capacity of collection agency.
Collection Agency	An individual or organization that collects on defaulted tickets on behalf of the Department of Motor Vehicle (DMV).
Correspondence	Correspondence is any written material received by or sent from the Department of Motor Vehicles.
Correspondence Type	A code that represent the type if incoming or outgoing correspondence.
Customer	A customer is an individual that has any business with the Department of Motor vehicles (DMV).
Customer Account	A customer account is a logical entity that represents a customer. The customer account holds all information relating to that customer.
DDOT	See "District Department of Transportation (DDOT)."



Word	Definition
Defaulted Ticket	A ticket goes into default when the vehicle registration owner or driver does not pay or contest the ticket within 60 calendar days of receiving the ticket. When a ticket goes into default, DMV automatically considers that the vehicle registration owner or driver has admitted to fault.
Delinquent Ticket	A ticket becomes delinquent when the vehicle registration owner or driver does not pay or contest the ticket within 30 calendar days of receiving the ticket.
Delivery Type	The delivery type represents information about method of delivery, delivery urgency, and degree of consolidation.
Department of Motor Vehicles (DMV)	The Department of Motor Vehicles develop, administer, and enforce vehicular laws for the public to ensure public safety through the safe operation of motor vehicles.





Word	Definition
Department of Public Works (DPW)	<p>The Department of Public Works (DPW) provides environmental services, including trash, recycling, and street and alley cleaning to every resident, visitor, and business.</p> <p>The DPW educates the public about sanitation regulations and enforces those regulations.</p> <p>The DPW provides parking enforcement services for the public, including enforcement of parking permits, marking meters, parking zones.</p> <p>The DPW maintains government vehicles, except those used by police, fire, corrections, and public school officials. This maintenance includes the purchase and disposal of vehicles.</p> <p>The DPW fuels and keeps a master inventory of all vehicles including those used by police, fire corrections, and public school officials.</p>
Disposition Code	<p>A disposition code describes the outcome of an adjudication hearing or an appeals hearing.</p>



Word	Definition
District Department of Transportation (DDOT)	<p>The District of Columbia government's Department of Transportation (DDOT) manages and maintains transportation infrastructure.</p> <p>The DDOT plans, designs, constructs, and maintains the District's streets, alleys, sidewalks, bridges, traffic signals, parking meters, and streetlights. The DDOT manages and makes improvements to the street system to facilitate traffic flow through the District of Columbia.</p> <p>The DDOT assists with the removal of snow and ice from the streets, and the coordination of activities during snow emergencies.</p> <p>The DDOT coordinates the District's mass transit services, including the reduced-fare program for students using MetroBus and MetroRail.</p>
DMV	See "Department of Motor Vehicles (DMV)."
DPW	See "Department of Public Works (DPW)."
E-check	An e-check is the electronic version or representation of a paper check. E-checks work the same way a check does.
Fleet	A fleet is a collection of at least five vehicles registered to a single person or organization.
Fleet Application	A fleet application is a written request for participation in the fleet program.



Word	Definition
Fleet Program	<p>A fleet program is a program that allows an individual or organization with a fleet to process its traffic tickets in bulk.</p> <p>Vehicles that participate in a fleet program are exempt from towing action as a result of multiple delinquent tickets.</p>
Form Library	<p>The form library is a pre-defined set of forms (or templates) used to create custom correspondence.</p>
Geographic Information System (GIS)	<p>A system that captures and illustrates geographical information and statistics.</p>
GIS	<p>See Geographic Information System (GIS)</p>
GIS Map	<p>See Geographic Information System (GIS)</p>
Gridlock Camera	<p>A device that captures gridlock violations.</p>
Gridlock Restriction Enforcement	<p>To prevent gridlock resulting from vehicle stopping in intersections during the red light cycle, the law enforcement uses cameras to catch and ticket those vehicles.</p>
Height Restriction Camera	<p>A device that captures vehicle height violations.</p>
Height Restriction Enforcement	<p>To enforce height restrictions, the law enforcement uses cameras to catch and ticket vehicles that exceed the height restriction.</p>
Image	<p>An image is a digital representation of a tangible document or picture.</p>
Impoundment Lot	<p>An impoundment lot is where the police and the DPW take confiscated vehicles.</p>
Infraction	<p>The act or an instance of infringing; a violation. A crime less serious than a felony. Here a civil traffic violation.</p>



Word	Definition
Infraction Type	Each kind of infraction is associated with an infraction type. The infraction type maintains information about that particular kind of infraction: infraction description, monetary amount, legal references, and general ledger (GL) account code.
Insert Identifier	A code that identifies what inserts are included in mailings.
Installment Plan	An installment plan is a payment plan that allows citizens to spread payments for ticket fines, driver's license fees, and vehicle registration fees over a period according to a schedule.
Installment Plan Default	An installment plan defaults when the citizen does not meet the terms and conditions defined for the installment plan. When an installment plan defaults the citizen is immediately subject to collection.
Law Enforcement	An agency that has an interest in the legal status of vehicles and the safety of traffic enforcement officers.
Lot Escape	A lot escape is the unauthorized removal of a vehicle from an impoundment lot.
MDT	See "Mobile Data Terminal (MDT)."
Metropolitan Police Department (MPD)	The Metropolitan Police Department (MPD) is the police agency in the District of Columbia. The MPD is responsible for the automated traffic enforcement, including red-light enforcement, speeding enforcement, gridlock enforcement, height restriction enforcement, and speed-on-green restriction enforcement.



Word	Definition
Mobile Data Terminal (MDT)	An electronic device mounted in a vehicle that traffic enforcement officers use for traffic enforcement.
Modular Handheld Device	A handheld electronic device that traffic enforcement officers use for traffic enforcement.
Motor Services Modernization Program (MSMP)	The umbrella name for all automation undertaken on DMV systems to improve processes and citizen services.
Moving Infraction	A moving infraction is a traffic violation committed while and by the fact that a vehicle is in operation.
MPD	See "Metropolitan Police Department (MPD)."
MSMP	See "Motor Services Modernization Program (MSMP)."
MSMP – Destiny	A system that manages the vehicle registration and driver's license issuance processes; it captures and manages the vehicle registration and driver's license information, and supports the ticketing, payment, and notification functions.
MSMP – Notification	A system that consolidates notices and correspondence across functional areas including ticketing, licensing, registrations and other DMV related activity.
MSMP – Payment	A system that consolidates payments across functional areas including ticketing, licensing, registrations and other DMV related activity.



Word	Definition
MSMP – Ticket	<p>To service the public, the District of Columbia government keeps traffic flowing safely by imposing fines for civil traffic violations. The DPW, the MPD, and other authorized agencies sight those infractions and serve fines, while the DMV collects the fines.</p> <p>These agencies use a tool to assist in the ticketing process, to capture and manage the ticket information, to support the payment and the notification functions, and to drive the treatment process. The tool is MSMP – Ticket.</p>
MSMP OneDone	<p>The service under MSMP that provides for more citizen concentric service, allowing a citizen to accomplish all activity at one location, in one payment, and with one parson.</p>
Nixie Process	<p>The Nixie process is the term the postal service use for its address correction and validation process. When the postal service cannot deliver mail to the recipient, it returns the mail to the sender. When this happens, the postal service provides the forwarding address, or if there is no forwarding address, a note that states that the recipient is “no longer at this address.”</p>
Notice Type	<p>The notice type represents the purpose and layout of notices and correspondence.</p>
Office of Finance and Treasury (OFT)	<p>An agency that has an interest in the financial standing of the D.C. Government.</p>
OFT	<p>See “Office of Finance and Treasury”</p>
Parking Infraction	<p>A parking infraction is a traffic violation committed while and by the fact that a vehicle is not in operation.</p>



Word	Definition
Parking Meter Inventory	The parking meter inventory maintains information about parking meters: meter identification, meter location, rate, rate schedule, and equipment status. The parking meter inventory also manages the maintenance on the parking meters, scheduled maintenance, and unscheduled repairs.
Parking Meter Inventory System	See "Parking Meter Inventory."
Parking Zone	A parking zone defines the area that a parking permit covers.
Parking Zone Information	A system that maintains information regarding parking zones.
Plaintiff	An individual that contests the validity of a traffic ticket.
Posting Date	The posting date and time is the time and date a fine, fee, payment, refund, or write-off transaction is actually made.
Red Light Camera	A device that captures red light violations.
Red Light Enforcement	To enforce stop on red light, the law enforcement uses cameras to catch and ticket vehicles that run the red light.
Registration of Out-of-State Automobiles (ROSA)	To ensure that vehicle registration owners who live in the District of Columbia have their vehicle registered in the district, the department of motor vehicles tracks and tickets vehicles that are repeatedly seen parked in the same spot over night without D.C. registration plates.
Registration Restriction Enforcement (ROSA)	See "Registration of Out-of-State Automobiles (ROSA)."
ROSA	See "Registration of Out-of-State Automobiles (ROSA)."



Word	Definition
Sighted	Officer sees a vehicle and enters identification (e.g., Tag Number or VIN) into the handheld or mobile data unit.
Sighting Information	Sighting information is information about a vehicle sighting. What vehicle was seen, where was it seen, when was it seen, by whom was it seen.
Speed Camera	A device that captures speeding violations.
Speed-On-Green Camera	A device that captures speeding violations at intersections.
Speed-On-Green Enforcement	To enforce stop on red light, the law enforcement uses cameras to catch and ticket vehicles that speed through intersections to overtake the red light.
Tickets, Defaulted	A defaulted ticket is a ticket where a citizen continues to ignore the ticket after it received a letter that the ticket is delinquent to the point where the ticket defaults. When this happens the citizen receives a default conviction. The default conviction is equivalent to a guilty finding.
Tickets, Delinquent	<p>A delinquent ticket is a ticket where the citizen has failed to respond to the ticket within a specified period. The DMV sends a letter to the citizen notifying it that the ticket is now delinquent. Additional fees or fines might also be applied as the ticket becomes delinquent.</p> <p>A delinquent ticket does not indicate that the citizen is guilty of the charge. The delinquency only indicates that the citizen failed to respond to the ticket within a specified period.</p>
Tickets, Outstanding	An outstanding ticket is a ticket that is not paid.





Word	Definition
Tow eligible	A tow eligible vehicle is a vehicle that has satisfied all the prerequisites for towing the vehicle.
Towing	Towing is the process of moving a vehicle for the purpose of denying use of the vehicle or to assure safety.
Traffic Enforcement Officer	An individual that has an interest in enforcing traffic laws.
Treatment Process	See "Aging Process."
Treatment Schedule	The treatment schedule is a description of the steps and actions taking during the treatment process.
User	An individual that interacts directly with the application.
Vehicle Tracking	The tracking of vehicle for the purpose of enforcing time limits on parking, registration requirements on vehicle housed in the District of Columbia, and removal of abandoned vehicles.
Vehicle Tracking Schedule	A mechanism to facilitate the vehicle tracking.
Violator	An individual that has committed a civil traffic infraction.
Wireless Device	A camera, MDT, or handheld device that communicates with MSMP – Ticket over the DC wireless network.

[illegible]

## EXHIBIT# 6

### TICKET PROCESSING SYSTEM - RFP# 1 - Functional Requirements (details in sections)

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATI ON TO 100%
<b>C.4.</b>	<b>Process Requirements</b>				
<b>C.4. 1.</b>	<b>General</b>				
C.4. 1.1.	User Interface				
C.4. 1.2.	Online Information Requests				
C.4. 1.3.	Security				
C.4. 1.4.	Citizen Parking Enforcement Requests				
C.4. 1.5.	Checking Boot and Tow Eligibility				
C.4. 1.6.	Wanted Vehicles				
C.4. 1.7.	Ticket Issuance				
C.4. 1.8.	Ticket Tracking				
C.4. 1.9.	Oversight				
C.4. 1.10.	Infraction Types				
C.4. 1.11.	Enforcement Officer Management				
C.4. 1.12.	Transaction Identifiers				
C.4. 1.13.	Disposition Codes				
C.4. 1.14.	Imaging				
C.4. 1.15.	Data Validation				
C.4. 1.16.	Treatment Schedule				
C.4. 1.17.	Evaluation Rules				
C.4. 1.18.	Calendar				
C.4. 1.19.	Electronic Alerts to Officers				
C.4. 1.20.	Reports				
<b>C.4. 2.</b>	<b>Interfaces</b>				
C.4. 2.1.	Payment System				
C.4. 2.2.	Notification System				
C.4. 2.3.	Driver's License System				
C.4. 2.4.	Vehicle Registration System				

## EXHIBIT# 6

### TICKET PROCESSING SYSTEM - RFP# 1 - Functional Requirements (details in sections)

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATI ON TO 100%
C.4. 2.5.	Towing System				
C.4. 2.6.	Problem Driver System				
C.4. 2.7.	Wanted Vehicle System				
C.4. 2.8.	Law Enforcement Dispatch System				
C.4. 2.9.	Vehicle Registration Exemption System				
C.4. 2.10.	Parking Meter Inventory System				
C.4. 2.11.	Ticket Stock Inventory System				
C.4. 2.12.	Parking Restriction Information System				
C.4. 2.13.	Customer Call Center System				
C.4. 2.14.	Geographic Information System				
C.4. 2.15.	Address Information System				
C.4. 2.16.	Other Jurisdictions' Driver's License Systems				
<b>C.4. 3.</b>	<b>Payment</b>				
C.4. 3.1.	Payment Processing				
C.4. 3.2.	Underpayment Management				
C.4. 3.3.	Bounced Checks Management				
C.4. 3.4.	Installment Plans				
<b>C.4. 4.</b>	<b>Collection</b>				
C.4. 4.1.	Hand-Off				
<b>C.4. 5.</b>	<b>Accounting</b>				
C.4. 5.1.	Capturing Financial Information				
C.4. 5.2.	Support Financial System				
C.4. 5.3.	Refunds				
<b>C.4. 6.</b>	<b>Treatment</b>				
C.4. 6.1.	Treatment				
C.4. 6.2.	Treatment Schedule				
C.4. 6.3.	Notification				

## EXHIBIT# 6

### TICKET PROCESSING SYSTEM - RFP# 1 - Functional Requirements (details in sections)

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATI ON TO 100%
<b>C.4. 7.</b>	<b>Adjudication</b>				
C.4. 7.1.	Adjudication Request				
C.4. 7.2.	Case Folder				
C.4. 7.3.	Queues				
C.4. 7.4.	Traffic Enforcement Officer Schedule				
C.4. 7.5.	Interpreter Schedule				
C.4. 7.6.	Scheduling				
C.4. 7.7.	Notification				
C.4. 7.8.	Post Decision Activities				
C.4. 7.9.	Miscellaneous				
<b>C.4. 8.</b>	<b>Appeal</b>				
C.4. 8.1.	Appeal Request				
C.4. 8.2.	Case Folder				
C.4. 8.3.	Queues				
C.4. 8.4.	Transcript				
C.4. 8.5.	Miscellaneous				
C.4. 8.6.	Notification				
<b>C.4. 9.</b>	<b>Correspondence</b>				
C.4. 9.1.	Tracking Correspondence				
<b>C.4. 10.</b>	<b>Parking Enforcement</b>				
C.4. 10.1.	Gather Information				
C.4. 10.2.	Other Infractions				
C.4. 10.3.	Ticket Reassignment				
C.4. 10.4.	Void Tickets				
C.4. 10.5.	Drive Away				
<b>C.4. 11.</b>	<b>Moving Enforcement</b>				
C.4. 11.1.	Gather Information				

# EXHIBIT# 6

## TICKET PROCESSING SYSTEM - RFP# 1 - Functional Requirements (details in sections)

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATION TO 100%
C.4. 11.2.	Other Infractions				
C.4. 11.3.	Warnings				
C.4. 11.4.	Ticket Reassignment				
C.4. 11.5.	Void Tickets				
<b>C.4. 12.</b>	<b>HANDwritten Ticket Issuance</b>				
C.4. 12.1.	Gather Information				
C.4. 12.2.	Ticket Numbers				
<b>C.4. 13.</b>	<b>Vehicle TIME Tracking</b>				
C.4. 13.1.	Tracking Schedule				
C.4. 13.2.	Gather Information				
C.4. 13.3.	Tracking				
<b>C.4. 14.</b>	<b>Tracking Traffic Enforcement Officers</b>				
C.4. 14.1.	Tracking Officers				
<b>C.4. 15.</b>	<b>Booting</b>				
C.4. 15.1.	Gather information				
C.4. 15.2.	Boot Eligibility				
C.4. 15.3.	Boot Queue				
C.4. 15.4.	Tow Eligibility				
C.4. 15.5.	Fee				
C.4. 15.6.	Display				
C.4. 15.7.	Boot Release				
<b>C.4. 16.</b>	<b>Towing and Impoundment</b>				
C.4. 16.1.	Towing				
C.4. 16.2.	Fees				
<b>C.4. 17.</b>	<b>Fleet Program</b>				
C.4. 17.1.	Status Reports				
C.4. 17.2.	Miscellaneous				

# EXHIBIT# 6

## TICKET PROCESSING SYSTEM - RFP# 1 - Functional Requirements (details in sections)

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATION TO 100%
<b>C.4. 18.</b>	<b>Remote Devices – General</b>				
C.4. 18.1.	Security				
C.4. 18.2.	Gather Information				
C.4. 18.3.	Data Availability				
C.4. 18.4.	Inquiry				
C.4. 18.5.	Service Requests				
C.4. 18.6.	Printing				
C.4. 18.7.	Display				
C.4. 18.8.	Alerts				
C.4. 18.9.	User Interface				
<b>C.4. 19.</b>	<b>Remote Devices – Modular Handheld Device</b>				
C.4. 19.1.	Gather Information				
C.4. 19.2.	Data Availability				
<b>C.4. 20.</b>	<b>Remote Devices – Wireless Handheld Device</b>				
C.4. 20.1.	Safety				
C.4. 20.2.	Wireless Real-Time Access				
C.4. 20.3.	Global Positioning System (GPS)				
<b>C.4. 21.</b>	<b>Remote Devices – Mobile Data UNIT</b>				
C.4. 21.1.	Safety				
C.4. 21.2.	Wireless Real-Time Access				
C.4. 21.3.	Global Positioning System (GPS)				
<b>C.4. 22.</b>	<b>Remote Devices – Cameras</b>				
C.4. 22.1.	Capture Information from Camera				
C.4. 22.2.	Review Process				
C.4. 22.3.	Notification				
<b>C.4. 23.</b>	<b>MAP-enabled Oversight</b>				
C.4. 23.1.	Support Geographic Information System (GIS)				

## EXHIBIT# 6

### TICKET PROCESSING SYSTEM - RFP# 1 - Functional Requirements (details in sections)

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATI ON TO 100%
<b>C.4. 24.</b>	<b>Boot Inventory</b>				
C.4. 24.1.	Maintenance				
C.4. 24.2.	Equipment Servicing				
<b>C.4. 25.</b>	<b>Data Capture</b>				
C.4. 25.1.	Vehicle Information				
C.4. 25.2.	Contact Information				
C.4. 25.3.	Driver Information				
C.4. 25.4.	Vehicle Registration Owner Information				
C.4. 25.5.	Sighting Information				
C.4. 25.6.	Financial Transaction				
C.4. 25.7.	Adjudication				
C.4. 25.8.	Appeal				



## EXHIBIT# 7

### TICKET PROCESSING SYSTEM - RFP# 1 - Future Functions (details in sections)

Note: These are not required for this RFP

SECTION #	FUNCTIONS	DOES NOT MEET	MEET 100%	% MET	BID INCLUDES MODIFICATION TO 100%
<b>C.4.</b>	<b>FUNCTIONS</b>				
<b>C.4. 1.</b>	<b>General</b>				
C.4. 1.4.	Citizen Parking Enforcement Requests				
<b>C.4. 2.</b>	<b>Interfaces</b>				
C.4. 2.14.	Geographic Information System				
<b>C.4. 14.</b>	<b>Tracking Traffic Enforcement Officers</b>				
C.4. 14.1.	Tracking Officers				
<b>C.4. 18.</b>	<b>Remote Devices – General</b>				
C.4. 18.8.	Alerts				
<b>C.4. 20.</b>	<b>Remote Devices – Wireless Handheld Device</b>				
C.4. 20.3.	Global Positioning System (GPS)				
<b>C.4. 21.</b>	<b>Remote Devices – Mobile Data Terminal</b>				
C.4. 21.3.	Global Positioning System (GPS)				
<b>C.4. 23.</b>	<b>Map-Enabled Oversight</b>				
C.4. 23.1.	Support Geographic Information System (GIS)				